

# NDIS myplace provider portal

## Step-by-step guide

September 2025

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## Changes from the last version

The following updates have been made to the last published version of the myplace provider portal step-by-step guide.

As of September 2025:

1. Cancel payment request section updated (Pages 110, 111, 112 & 113).

## Introduction

The **myplace** provider portal is a secure website developed for providers to manage their transactions with the NDIA, and view and manage their services with Participants. This step-by-step guide describes how the **myplace** provider portal works and provides the general layouts of the menus and screens in the portal. It also includes instructions for using each of the functions in the portal.

## What can you do in myplace?

You can use **myplace** to:

View your contact details

View your NDIS (National Disability Insurance Scheme) registration details including updates to registration groups and professions

View messages received from NDIS

Instant message with your linked participants

Create and manage service bookings

Create and view payment requests (previously known as claims)

View and respond to quotes received from NDIS

View referrals made to your organisation

View Support Coordination Requests for Service and action these requests

Upload required documents

Submit and review enquiries or complaints

Download reports about all your service bookings and participants


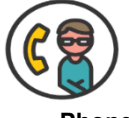




Learn how to use my NDIS provider portal

## Minimum internet browser requirements

To access **myplace**, there are minimum browser requirements. These are:

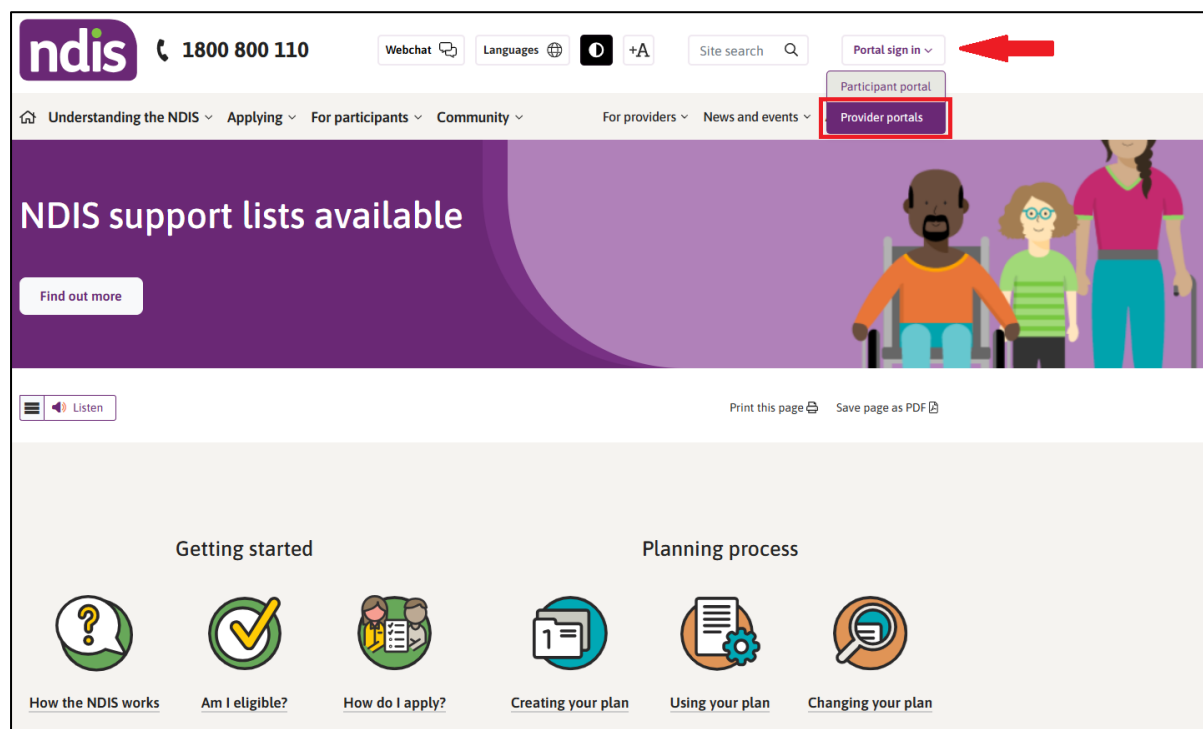
- Google Chrome
- Microsoft Internet Explorer 11 on Windows 8.1 or Windows 10
- Microsoft Edge
- Mozilla Firefox
- Safari on Mac OS X

## How to contact NDIS

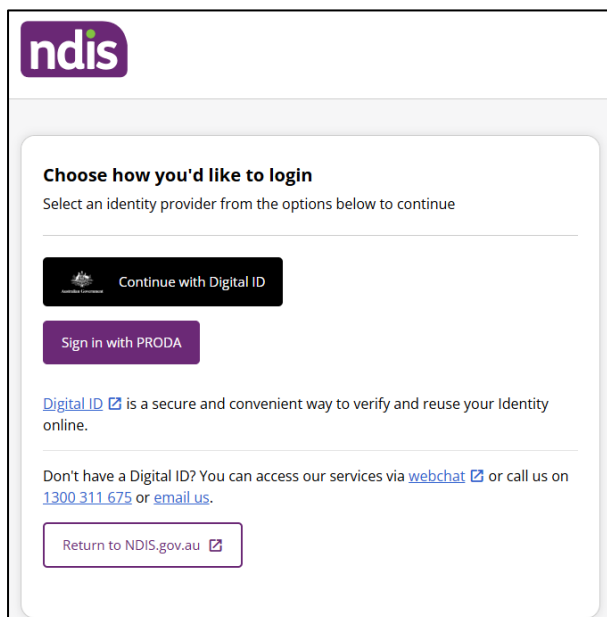
Contact the NDIS by		
 <p><a href="#">NDIS Webchat</a></p> <p>You can live chat with us about:</p> <ul style="list-style-type: none"> <li>• myplace provider portal</li> <li>• Service bookings</li> <li>• Payment requests</li> <li>• Quotes</li> <li>• Referrals</li> <li>• Request for service</li> <li>• Searching for a register provider</li> </ul>	 <p><b>Phone</b> 1300 311 675</p> <p>You can call us about:</p> <ul style="list-style-type: none"> <li>• myplace provider portal</li> <li>• Service bookings</li> <li>• Payment requests</li> <li>• Quotes</li> <li>• Referrals</li> <li>• Request for service</li> <li>• Searching for a register provider</li> <li>• Submitting a general enquiry, feedback, compliment, or a complaint</li> </ul>	 <p><a href="#">provider portal</a></p> <p>You can use the provider portal to:</p> <ul style="list-style-type: none"> <li>• Submit a payment enquiry</li> <li>• Submit a general enquiry, feedback, compliment or a complaint</li> <li>• Search for a provider</li> <li>• Upload documents</li> </ul>
 <p><b>Email us</b> <a href="mailto:enquiries@ndis.gov.au">enquiries@ndis.gov.au</a></p> <p>You can email us about:</p> <ul style="list-style-type: none"> <li>• Submit a general enquiry, feedback, compliment, or complaint</li> <li>• Email a document, form report or letter</li> </ul>	 <p><b>Contact and Feedback form</b> <a href="#">NDIS Online Form</a></p> <p>You can use the Online form to:</p> <ul style="list-style-type: none"> <li>• Submit a general enquiry, feedback, compliment, or a complaint</li> <li>• Request a call back</li> </ul>	 <p><b>Mailing address</b> National Disability Insurance Agency GPO Box 700 Canberra ACT 2601</p> <p>You can mail us to:</p> <ul style="list-style-type: none"> <li>• Send a compliment, complaint or provide feedback,</li> <li>• Document, form, report, or letter</li> </ul>

## Accessing myplace

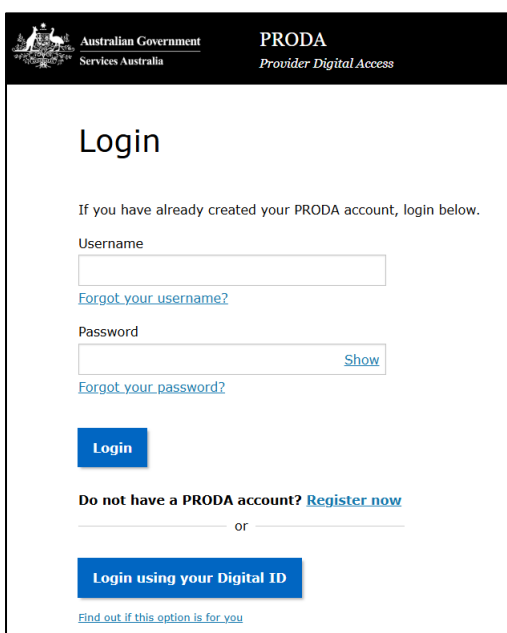
1. Access the **myplace** provider portal using the “Portal sign in” button on the [NDIS website](#) and selecting “Provider portals” from the drop-down menu.



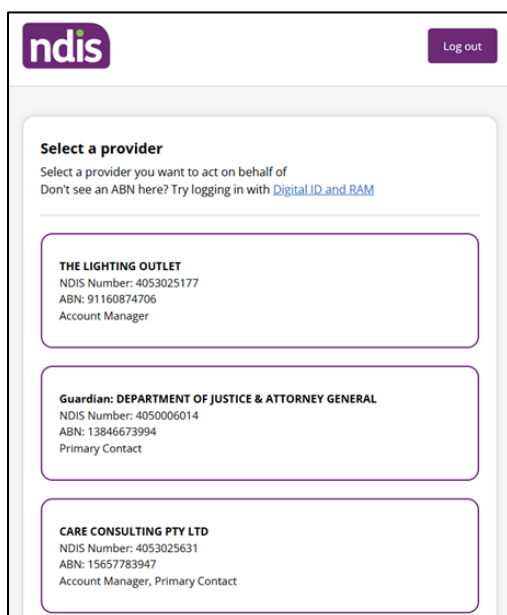
2. Choose to log in using Digital ID if the provider organisation you wish to access the portal on behalf of, is set up in Relationship Authorisation Manager (RAM), otherwise choose to login using PRODA.



3. Sign in with PRODA.
  - a. If you selected to login with PRODA, either enter your **PRODA Username** and **Password** then select **Login**, or select **Login using your Digital ID**.



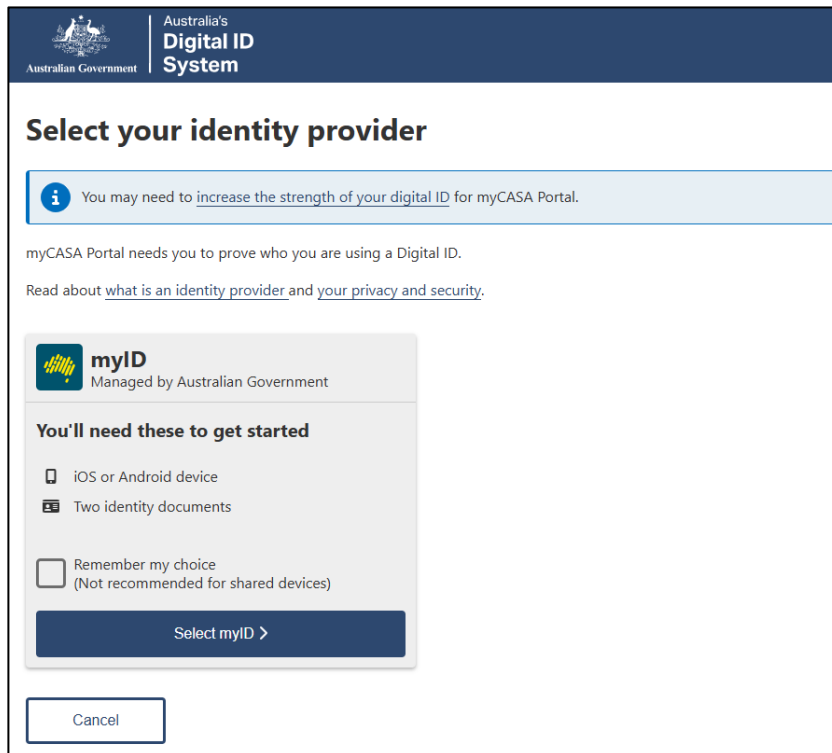
- b. Once you have successfully logged in to PRODA you'll be directed to a screen where you must select the organisation you want to work for in myplace provider portal. The list contains provider organisations that you work for (and are linked to) that have not been set up in RAM.



- c. When you have selected an organisation, you want to act on behalf of, the NDIS Provider Portals landing page will load where you will see the myplace provider portal tile.

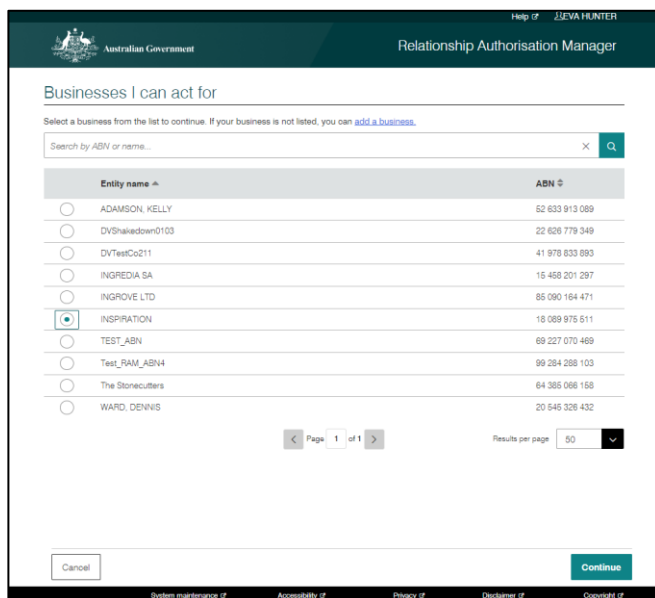
#### 4. Sign in with Digital ID

- a. If you selected to login using Digital ID, you will need to select your identity provider which will be myID.



b. When you have selected myID, please log in using your personal myID login details.

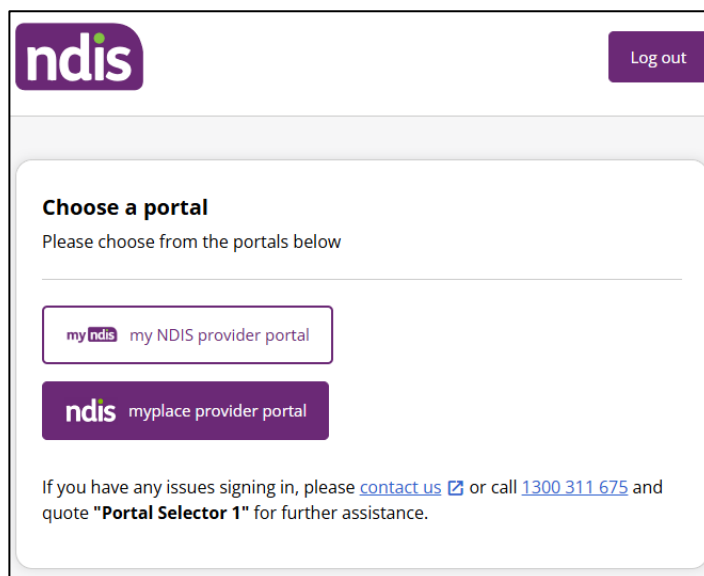
c. NB



d.

e. If you are authorised to access the NDIS Provider Portals for one provider organisation only, or once you have chosen an organisation from the RAM ABN selection page, the NDIS Provider Portals landing page will load where you will see the myplace provider portal tile.

5. Choose the myplace provider portal tile on the landing page (N.B. State and Territory Public Trustee and Guardian staff will only be able to choose the myplace provider portal)

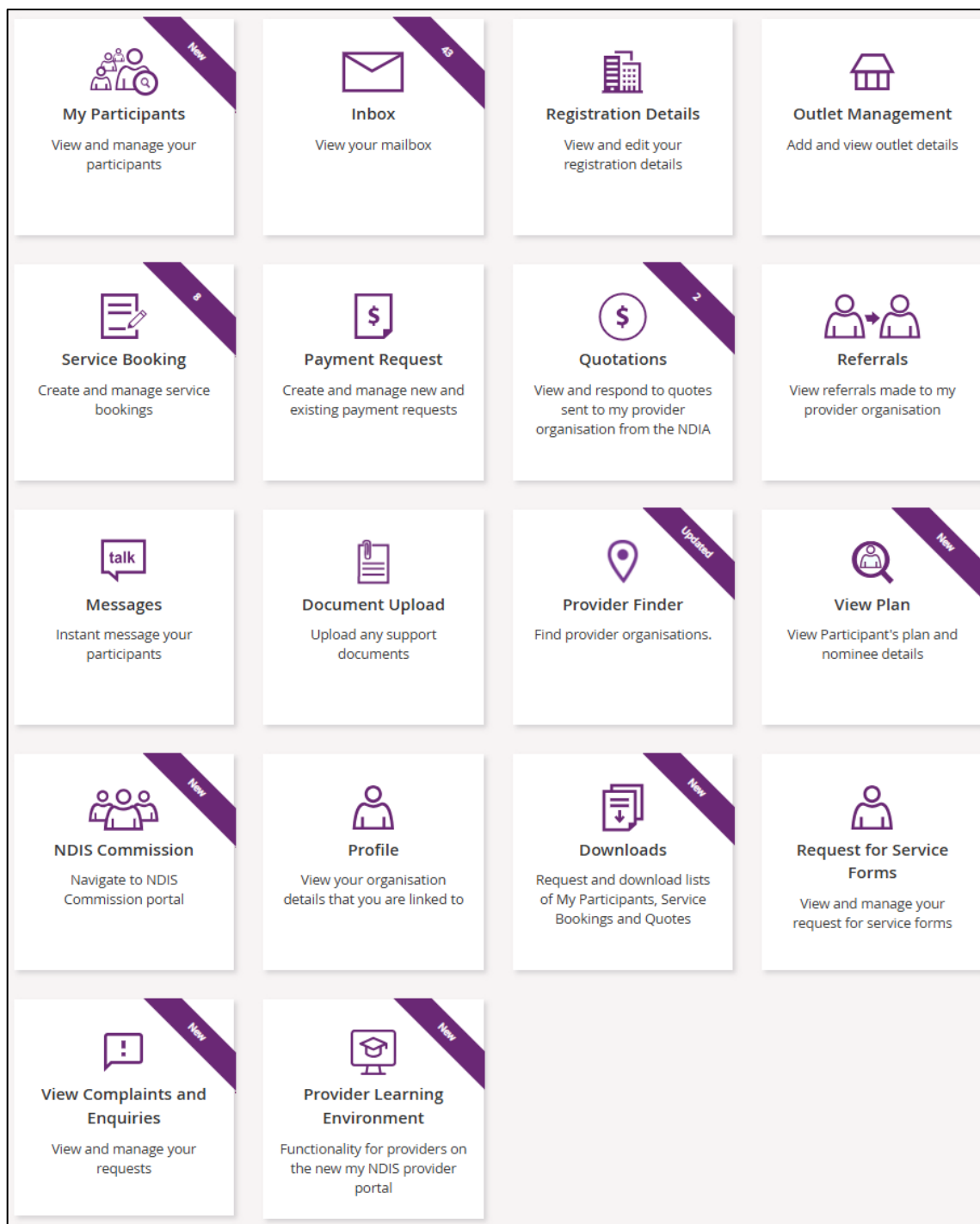


## Set up your Digital ID and link to your business in RAM









If you do not have your myID set up, or you are not linked to a provider organisation in RAM, please refer to the [myID and RAM Step-by-Step Guide for NDIS Provider Portals](#) found on the [NDIS website](#).








## myplace Portal home page

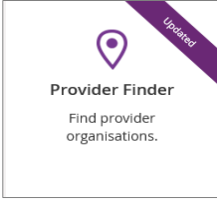
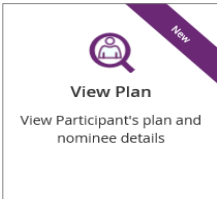

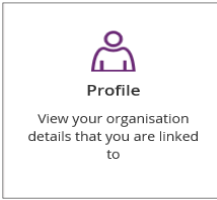
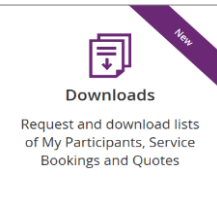
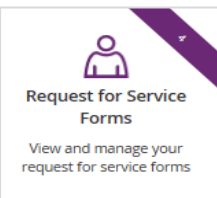
The **myplace** home page contains a number of separate sections or function.

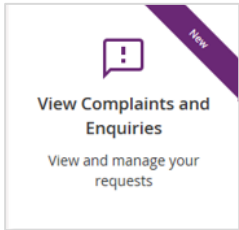
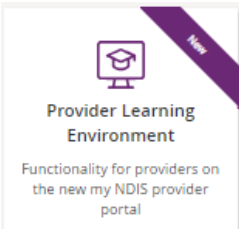


The following table provides an explanation of each of the information on the **myplace** portal home page.

myplace section	Function
	<p>The provider organisation you are acting for is displayed here. If you work for (and are linked to) more than one provider organisation, you can select which organisation you are using myplace for by selecting the <b>Change Provider</b> icon .</p> <p>If you only work for one provider organisation, you do not need to change any settings here.</p>
	<p>This is where your username is displayed. You can use the drop-down button to return to the home page, switch to the my NDIS portal, or logout of myplace at any time.</p>
	<p>Select this icon at any time to return to the myplace home page.</p>
	<p>Select this icon for simple explanations of the functions displayed on the screen.</p>
	<p>View and manage your participants.</p>
	<p>View messages and letters sent to you by the NDIA.</p>
	<p>View your registration details</p>

myplace section	Function
 <p><b>Outlet Management</b> Add and view outlet details</p>	View your organisation's outlet details.
 <p><b>Service Booking</b> Create and manage service bookings</p>	Create and manage service bookings with participants.
 <p><b>Payment Request</b> Create and manage new and existing payment requests</p>	Create and manage new and existing payment requests.
 <p><b>Quotations</b> View and respond to quotes sent to my provider organisation from the NDIA</p>	View and respond to quotes sent to you by the NDIA.
 <p><b>Referrals</b> View referrals made to my provider organisation</p>	View referrals made to your organisation.
 <p><b>Messages</b> Instant message your participants</p>	Send instant messages to your Participants.
 <p><b>Upload Evidence</b> Document Upload</p>	Upload required documents.

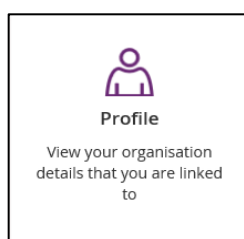
myplace section	Function
 <p><b>Provider Finder</b> Find provider organisations.</p>	<p>Search for providers within a certain location.</p>
 <p><b>View Plan</b> View Participant's plan and nominee details</p>	<p>View plan details when granted consent by a participant.</p>
 <p><b>NDIS Commission</b> Navigate to NDIS Commission portal</p>	<p>Navigate to the NDIS Commission portal.</p>
 <p><b>Profile</b> View your organisation details that you are linked to</p>	<p>View and edit information and contact details for yourself and your organisation.</p>
 <p><b>Downloads</b> Request and download lists of My Participants, Service Bookings and Quotes</p>	<p>Request and download service bookings information, quotes, or information for participants regarding their active service bookings</p>
 <p><b>Request for Service Forms</b> View and manage your request for service forms</p>	<p>View and action Support Coordination Requests for Service Forms.</p>

myplace section	Function
 <p><b>View Complaints and Enquiries</b> View and manage your requests</p>	<p>Submit complaints, feedback, enquiries, payment enquiries and compliments.</p>
 <p><b>Provider Learning Environment</b> Functionality for providers on the new my NDIS provider portal</p>	<p>Learn how to use the my NDIS provider portal.</p>

## Provider portal navigation

### Using a function

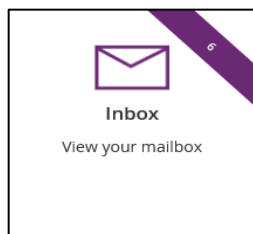
Select the relevant tile displayed in the **myplace** home page to go into that section of the provider portal.



**Tip:** From most functions within the portal, the person icon on the top right of the screen will take you directly to your **Profile**.

You will note that some tiles have a purple banner across the top right-hand corner with a number showing. This indicates the number of items that have not been actioned. For

example, the **Inbox** tile below shows a purple banner with the number '6'. This indicates that there are six messages in your Inbox requiring attention.



## Returning to the myplace home page

You can return to the **myplace** home page in any of the following ways:

1. Select the **myplace** logo (top left corner of the portal page).



2. Select the **Home** button (top left corner of the portal page) to return to the **myplace** home page.

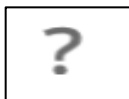


3. Select the **Home** link in the breadcrumb trail below the **myplace** logo.

## Help and feedback

### Getting help

Select the question mark icon (top right corner of the portal page) for simple explanations of the functions displayed.



Call NDIA on 1800 800 110 if you are unable to resolve a problem or need help to use **myplace**.

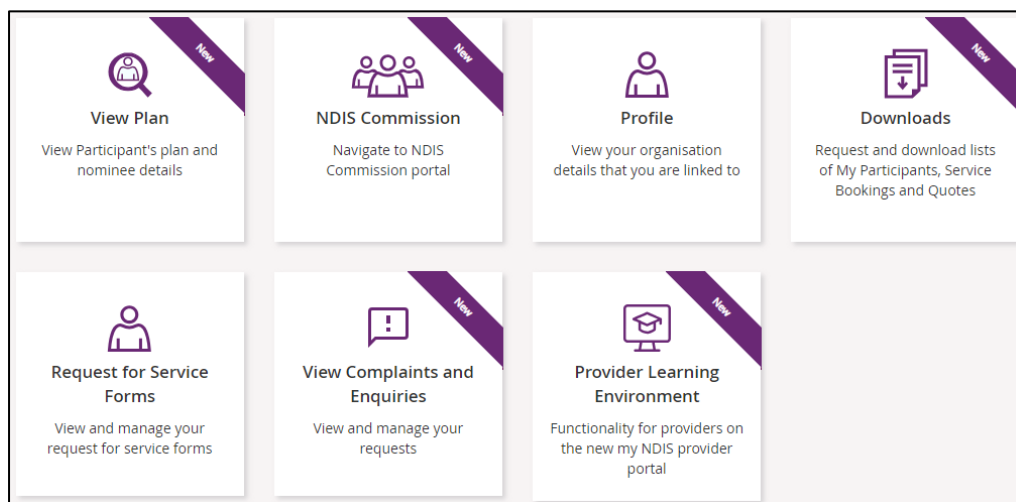
## Submit payment enquiries, complaints, compliments, feedback and other enquiries

The **View Complaints and Enquiries** tile provides you with the options you need to submit:

- a payment enquiry
- complaints, compliments and other feedback
- any additional enquiries.

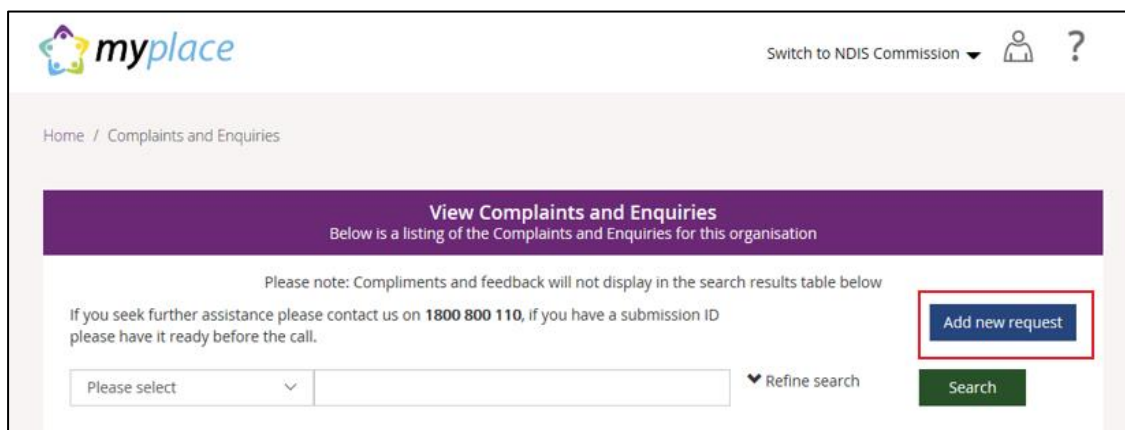
To access these functions:

1. Go to the **myplace** home page and select the **View Complaints and Enquiries** tile.



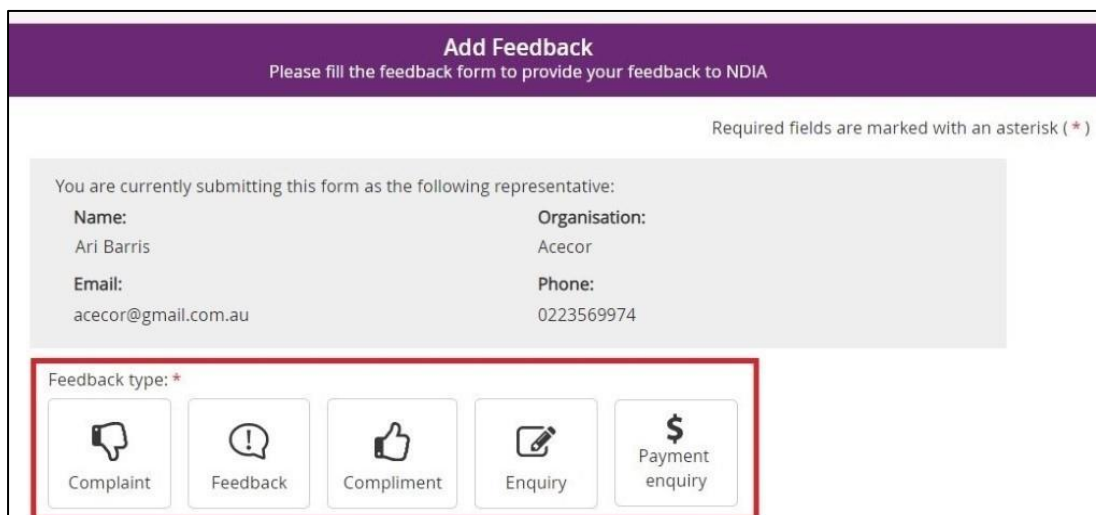
**Note:** You can also access the options you need by selecting the **Feedback** link in the page footer.

2. On the **View Complaints and Enquiries** page, select **Add new request**.



3. The **Add Feedback** page will appear with your name, organisation name, registered business email address and phone details displayed.

On the **Add Feedback** page, use the **Feedback type** options to select the type of request you will be making.

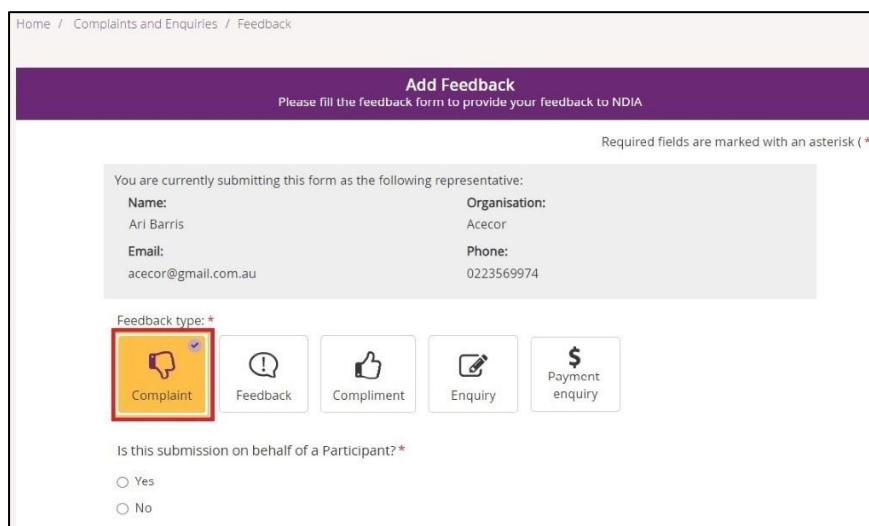


You can choose to:

- [Submit a complaint](#)
- [Send feedback or a compliment](#)
- [Submit an enquiry](#)
- [Submit a payment enquiry](#).

## Submit a complaint

### 1. Select **Complaint**.



Home / Complaints and Enquiries / Feedback

### Add Feedback

Please fill the feedback form to provide your feedback to NDIA

Required fields are marked with an asterisk (\*)

You are currently submitting this form as the following representative:

<b>Name:</b> Ari Barris	<b>Organisation:</b> Acecor
<b>Email:</b> acecor@gmail.com.au	<b>Phone:</b> 0223569974

Feedback type: \*

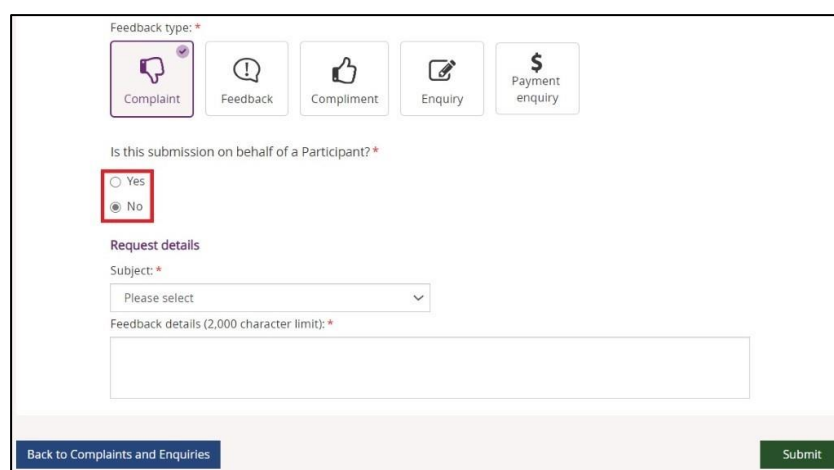
Complaint  Feedback  Compliment  Enquiry  Payment enquiry

Is this submission on behalf of a Participant? \*

Yes  No

### 2. Select whether this complaint is on behalf of a participant.

- If a complaint is submitted on behalf of a participant select **Yes**. Then enter the participant's NDIS number, last name and date of birth and select **Verify participant**.



Feedback type: \*

Complaint  Feedback  Compliment  Enquiry  Payment enquiry

Is this submission on behalf of a Participant? \*

Yes  No

Request details

Subject: \*

Please select

Feedback details (2,000 character limit): \*

Back to Complaints and Enquiries Submit

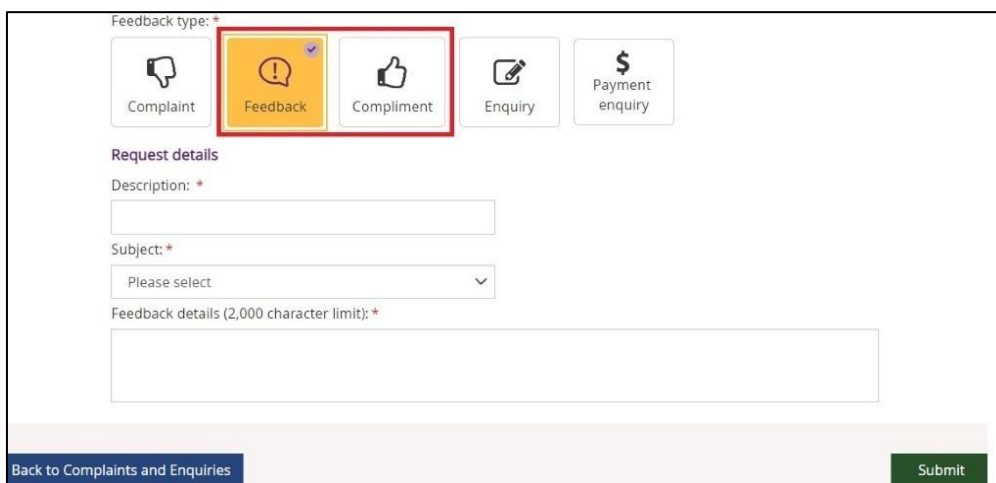
- If the complaint is not on behalf of a participant select **No**.

### 3. In the **Subject** field, choose the subject that relates to your complaint from the drop-down list.

4. In the **Feedback details** field, enter a description of your complaint. This field has a 2000-character limit.
5. Select **Submit** to send your complaint to the NDIA.

## Send feedback or a compliment

1. Select **Feedback** or **Compliment**.



Feedback type: \*

Complaint Feedback Compliment Enquiry Payment enquiry

**Request details**

Description: \*

Subject: \*

Please select

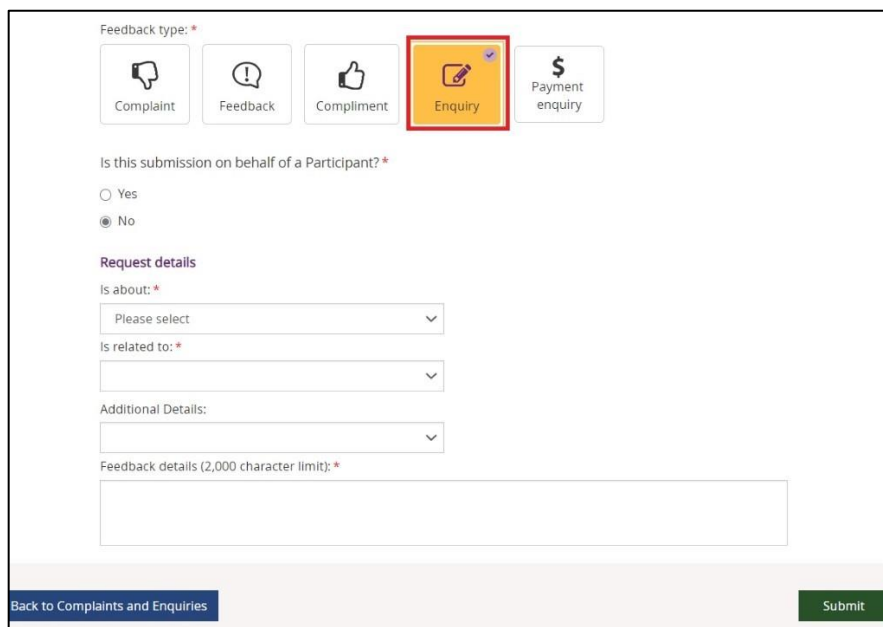
Feedback details (2,000 character limit): \*

Back to Complaints and Enquiries Submit

2. In the **Description** field, provide a brief description of your feedback or compliment.
3. From the **Subject** drop-down, select the subject that relates to your feedback.
4. In the **Feedback details** field, enter a description of the feedback. This field has a 2000-character limit.
5. Select **Submit** to send your feedback to the NDIA.

## Submit an enquiry

1. Select **Enquiry**.



Feedback type: \*

Complaint Feedback Compliment **Enquiry** Payment enquiry

Is this submission on behalf of a Participant? \*

Yes  
 No

Request details

Is about: \*

Please select

Is related to: \*

Additional Details:

Feedback details (2,000 character limit): \*

Back to Complaints and Enquiries Submit

2. Select whether this enquiry is on behalf of a participant.
  - If an enquiry is submitted on behalf of a participant select **Yes**. Then enter the participant's NDIS number, last name and date of birth and select **Verify participant**.
  - If the enquiry is not on behalf of a participant select **No**.
3. In the **Is about** field, select the area that your enquiry is about from the drop-down list.
 

**NOTE:** This drop-down selection is mandatory to submit your enquiry.
4. In the **Is related to** field, select the area that your enquiry is about from the drop-down list. The available items are related to your previous drop-down selection made from the **Is about**. This drop-down is also a mandatory selection for your enquiry.
5. In **Additional Details**, select an item that matches additional detail from the drop-down list. The available items are related to your previous drop-down selection made from **Is related to**. This selection is **not** a mandatory item to submit your enquiry.
6. In **Feedback details**, enter a description of your enquiry. This field has a 2000-character limit.
7. Select **Submit** to send your enquiry to the NDIA.

## Submit a payment enquiry

You can submit a new payment enquiry on behalf of your organisation or submit a follow-up on a closed enquiry.

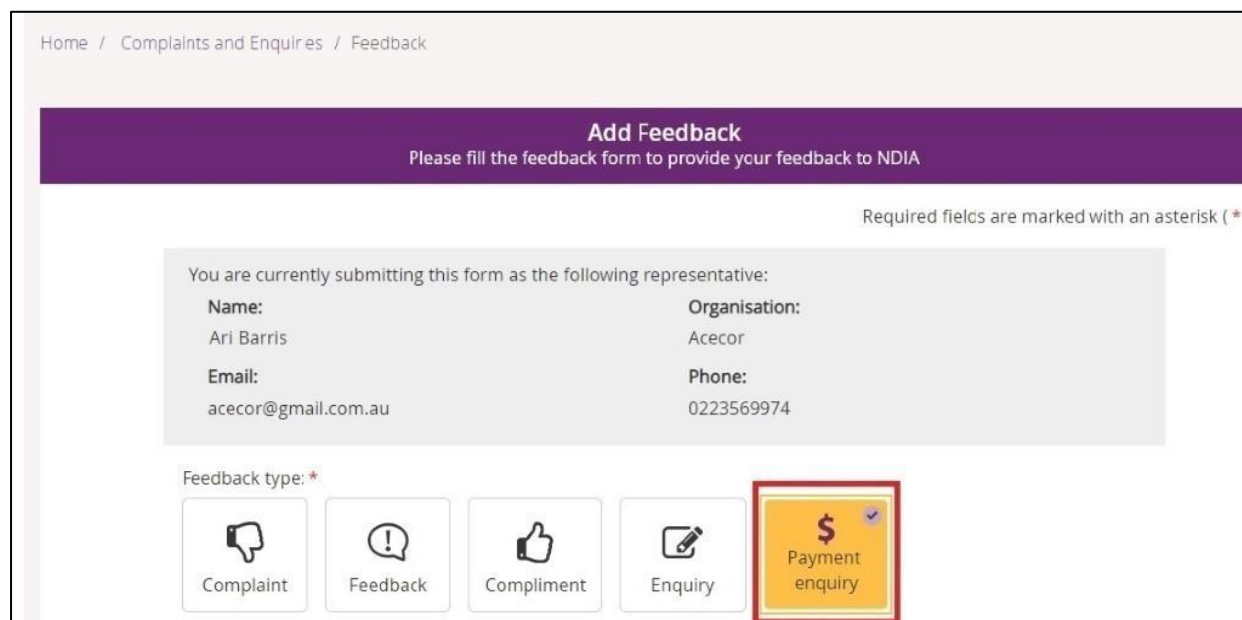
**Note:** We have improved the process of submitting a payment enquiry.

When you select the Payment enquiry tile in the myplace provider portal, you will be redirected to the Enquiries tab in my NDIS provider portal.

Further information on how to create a payment enquiry is detailed in the [my NDIS provider portal guide](#).

## Submit a new payment enquiry

1. Select **Payment Enquiry**.



Home / Complaints and Enquiries / Feedback

### Add Feedback

Please fill the feedback form to provide your feedback to NDIA

Required fields are marked with an asterisk (\*)

You are currently submitting this form as the following representative:

<b>Name:</b> Ari Barris	<b>Organisation:</b> Acecor
<b>Email:</b> acecor@gmail.com.au	<b>Phone:</b> 0223569974

Feedback type: \*

Complaint   Feedback   Compliment   Enquiry   **Payment enquiry**

This will take you to my NDIS provider portal to submit your payment enquiry

## Enquiries

View any previously submitted enquiries or lodge a new enquiry.

[Lodge a new enquiry](#)

**Enquiries list**

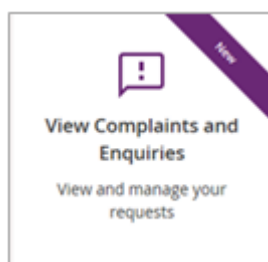
Enquiry ID ↕	Type of enquiry	Enquiry title	Date submitted ↕	Status
<a href="#">03446300</a>	Claim and Payment Enquiry	test	17/04/2024	Open
<a href="#">03446298</a>	Claim and Payment Enquiry	test	17/04/2024	Open
<a href="#">03446247</a>	Claim and Payment Enquiry	test	17/04/2024	Open
<a href="#">03446183</a>	Claim and Payment Enquiry	test	17/04/2024	Open
<a href="#">03446182</a>	Claim and Payment Enquiry	test	17/04/2024	Open

Showing 1 — 5 of 11 enquiries Enquiries per page

For further instructions, please refer to my NDIS provider portal step by step guide located in the [myplace provider portal and resources | NDIS](#)

## View existing complaints and enquiries

Select the **View Complaints and Enquiries** tile on the **myplace** home page.



The **View Complaints and Enquiries** page displays your submitted complaints and enquiries. Use **Next** and **Previous** to navigate through lists that have more than 10 entries.

**Note:** For information about previously submitted compliments, payment enquiries or feedback, call NDIA on 1800 800 110.

Next to the free text search field use the drop-down selection to choose the criteria of the search:

- **Submission ID**
- **Participant NDIS number**
- **Submitted by NDIS number**
- **Submitted by Surname.**

**Note:** You cannot search by **Submitted by NDIS Number** and **NDIS Surname** when searching for a Payment Enquiry.

Enter the details of the complaint or enquiry in the search box and select **Search**.

Home / Complaints

### View Complaints and Enquiries

Below is a listing of the Complaints and Enquiries for this organisation

If you seek further assistance please contact us on **1800 800 110**, if you have a submission ID please have it ready before the call.

[Add new request](#)

Please select  
Submission ID  
Participant NDIS Number  
Submitted by NDIS Number  
Submitted by Surname

Sort by

Submission ID	Type of submission	Subject	Submitted by	Participant name (NDIS number)	Date submitted
---------------	--------------------	---------	--------------	--------------------------------	----------------

From the **Sort By** drop-down, select a sorting option:

- **Submission ID**
- **Type of Submission**

### View Complaints and Enquiries

Below is a listing of the Complaints and Enquiries for this organisation

If you seek further assistance please contact us on **1800 800 110**, if you have a submission ID please have it ready before the call.

[Add new request](#)

Please select

#### Search Results

Showing 1 - 10 of 21 results

Sort by

Submission ID	Type of submission	Subject	Submitted by	Participant name (NDIS number)	Date submitted
<a href="#">81000</a>	Complaints				02/12/2019
<a href="#">81000</a>	Complaints				02/12/2019

To view the details of the complaint or enquiry select the **Submission ID** (hyperlinked).

### View Complaints and Enquiries

Below is a listing of the Complaints and Enquiries for this organisation

If you seek further assistance please contact us on **1800 800 110**, if you have a submission ID please have it ready before the call.

Please select ▼

Search


Add new request

#### Search Results

Showing 1 - 10 of 21 results Sort by Submission ID ▼

Submission ID	Type of submission	Subject	Submitted by	Participant name (NDIS number)	Date submitted
<a href="#">810000</a>	Complaints				02/12/2019
<a href="#">810000</a>	Complaints				02/12/2019
<a href="#">810000</a>	Complaints				29/11/2019
<a href="#">810000</a>	Complaints				29/11/2019

The details of the complaint or enquiry will be displayed.


Switch to NDIS Commission ▼

Home / Complaints / Details

#### Complaint details

View the details of your submitted feedback

**Submitted by**

<b>Name:</b>	<b>Organisation:</b>
<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
<b>Email:</b>	<b>Phone:</b>
<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>

**Request details**

<b>Submission ID:</b>	<b>Feedback type:</b>
810000	Complaints
<b>Subject:</b>	
.	
<b>Feedback details:</b>	
.	

Back

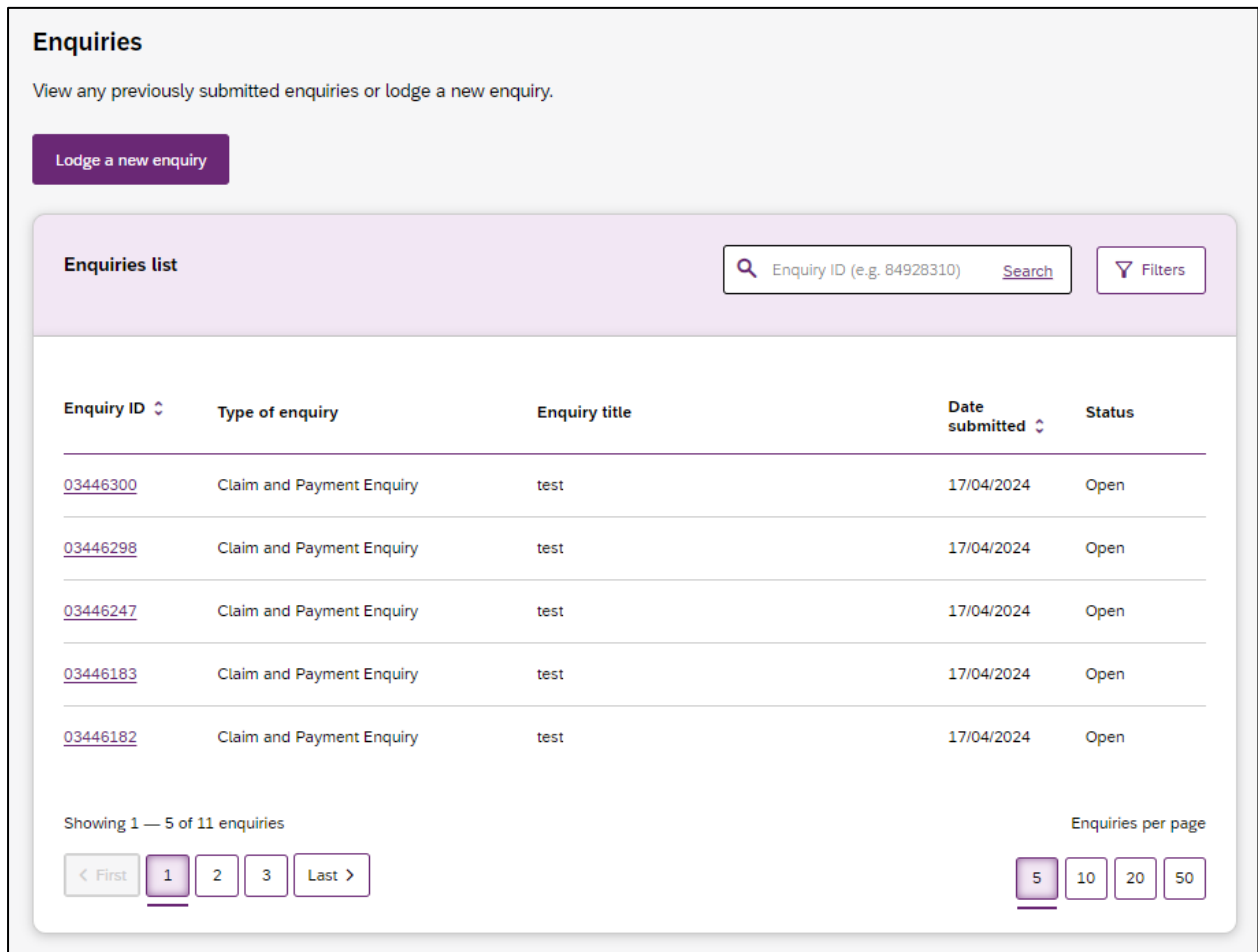
Select **Back** (bottom left corner of the page) to return to the **search results**.

**Note:** Enquiries created before the 5<sup>th</sup> of May 2024 can be viewed in the myplace provider portal.

Payment enquiries created after the 5<sup>th</sup> of May 2024 will be displayed in the Enquiries page of my NDIS provider portal.

You can only view your enquiry in the portal from where it was originally created.

If you made a payment enquiry through my NDIS provider portal, navigate to my NDIS provider portal Enquiries page.



**Enquiries**

View any previously submitted enquiries or lodge a new enquiry.

[Lodge a new enquiry](#)

**Enquiries list**

Enquiry ID ↕	Type of enquiry	Enquiry title	Date submitted ↕	Status
<a href="#">03446300</a>	Claim and Payment Enquiry	test	17/04/2024	Open
<a href="#">03446298</a>	Claim and Payment Enquiry	test	17/04/2024	Open
<a href="#">03446247</a>	Claim and Payment Enquiry	test	17/04/2024	Open
<a href="#">03446183</a>	Claim and Payment Enquiry	test	17/04/2024	Open
<a href="#">03446182</a>	Claim and Payment Enquiry	test	17/04/2024	Open

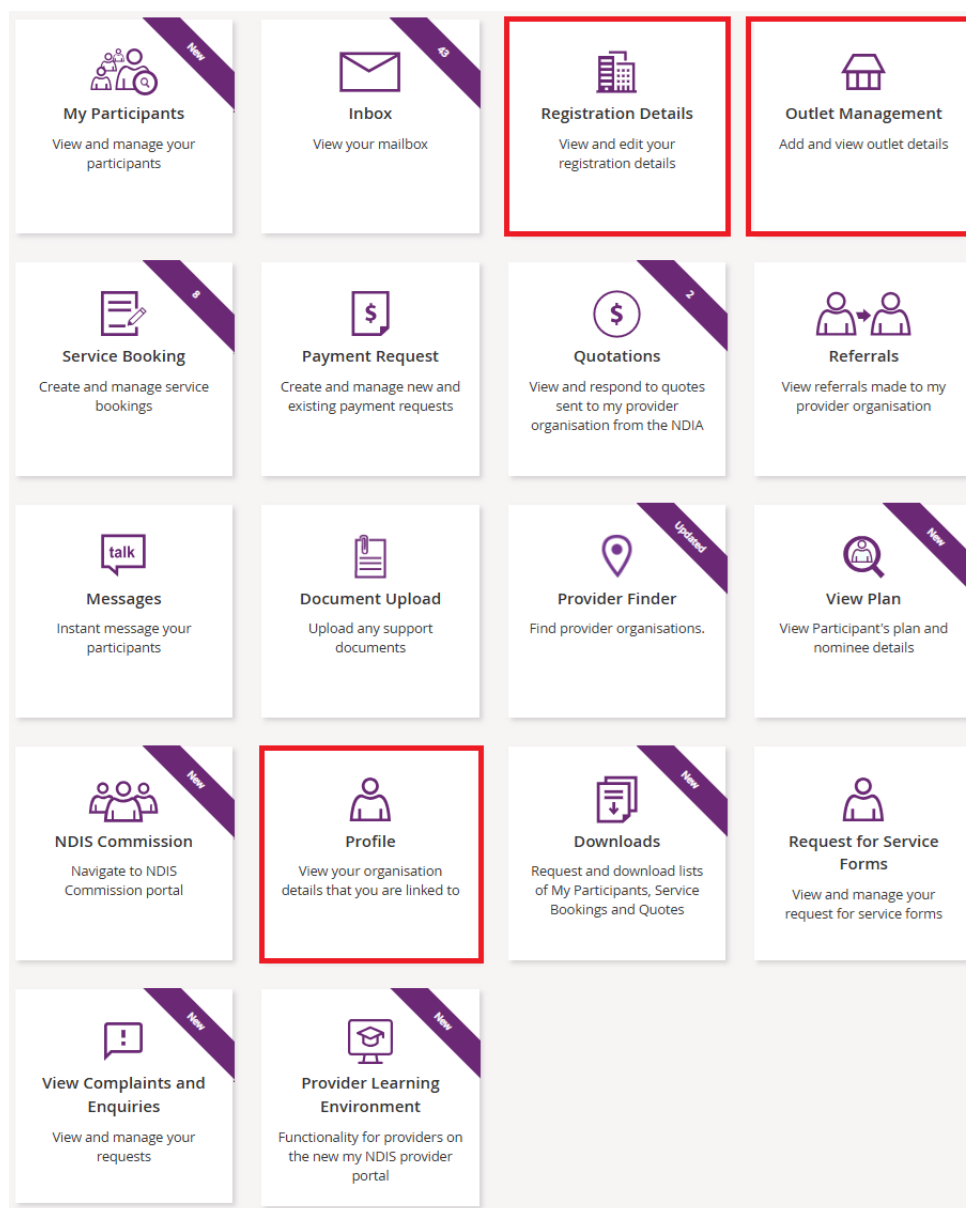
Showing 1 — 5 of 11 enquiries Enquiries per page

For further instructions, please refer to my NDIS provider portal step by step guide located in the [myplace provider portal and resources | NDIS](#)

## Maintaining your information

These functions enable you to:

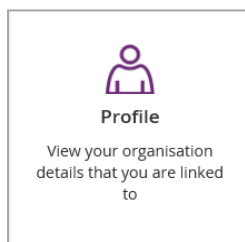
- View your **Profile** (your and your organisation's contact information and roles within the provider portal).
- View your **Registration details** (the services you are approved to provide under the NDIS). You need to register and maintain your registration details and registration groups with the NDIS Quality and Safeguards Commission.
- View your **Outlets** (the times and places from which you deliver services). To add or edit outlet information for outlet you will need to contact the NDIS Quality and Safeguards Commission.



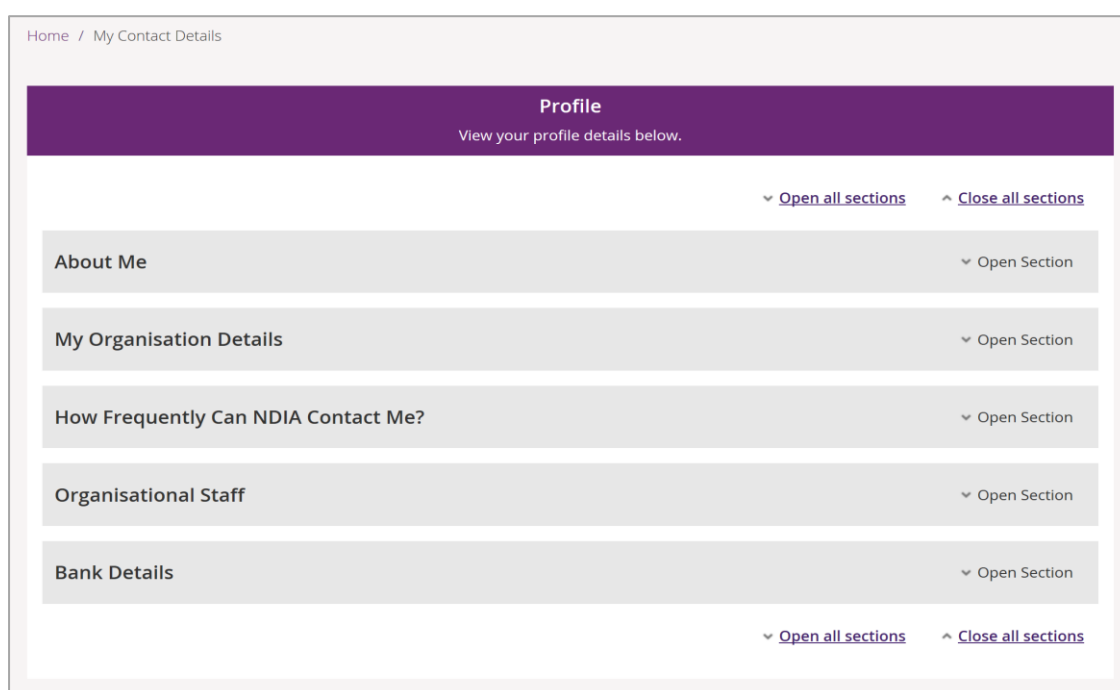
## Profile

This allows you to view and update your personal details, and view (and update if you are the account manager for your organisation) the Provider Finder Display in your organisation details, organisation staff and bank details.

1. Select the **Profile** tile on the **myplace** home page, or the **Person** icon from other pages.

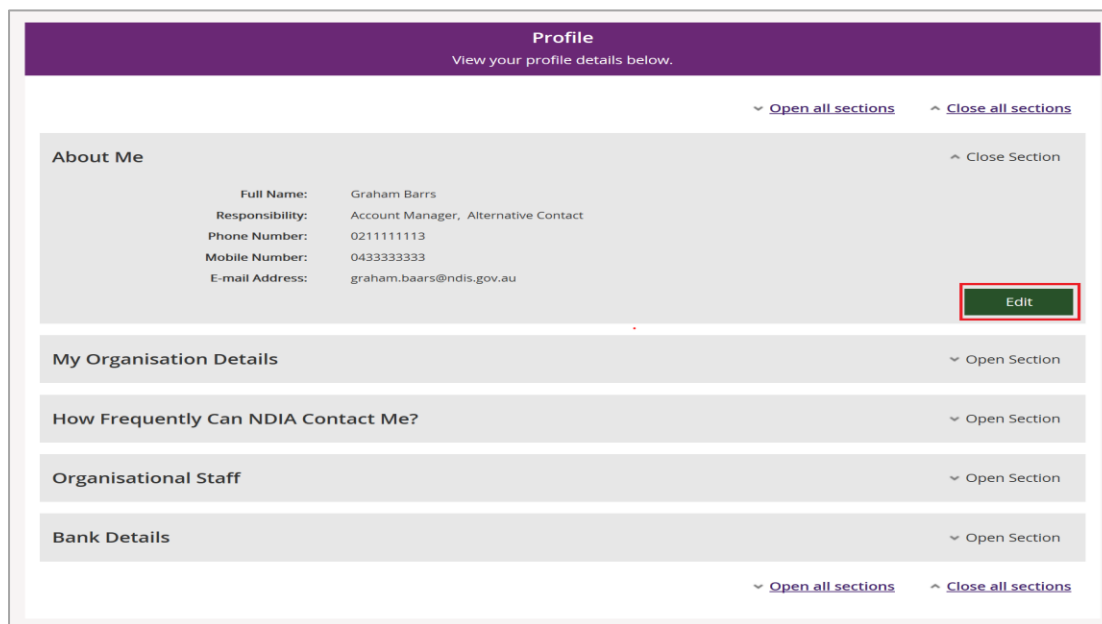


2. The **Profile** page displays. Use the **Open** and **Close** section buttons to see all the information.

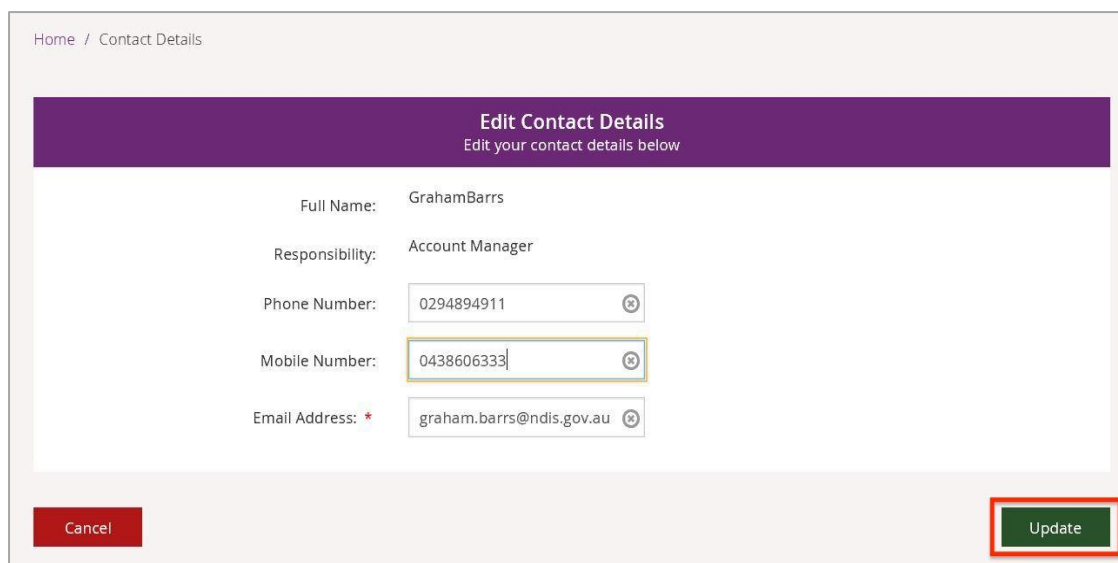


## About me

1. Select **Edit** in the **About Me** group to update your telephone numbers and email address.



2. Enter your changed details and select **Update**.



**Note:** If you do not wish to update your details, select **Cancel**. You can only change phone numbers and the email address.

## My organisation details

1. View name and contact information for your organisation in the **My Organisation Details** section.
2. Select **Edit** to update whether the provider should display in the Provider Finder, and if so whether the address should also be displayed.

### Profile

View your profile details below.

[Open all sections](#) [Close all sections](#)

**About Me** [Open Section](#)

**My Organisation Details** [Close Section](#)

Trading Name:	Big Fun
Legal Name:	TISDELL, STEPHEN JOHN
Organisation ID:	4050004196
Address:	15 Tay Street Watson, ACT, 2076
Phone Number:	0262000000
Email Address:	graham.barrs@actpeace.ngo.com.au
Website:	
Provider Finder Display:	Yes
Do you wish to hide your address details in the provider finder?:	No

[Edit](#)

**Note:** The following steps are only available if you are the account manager for your organisation.

3. Select **'Yes'** if the provider should display in the Provider Finder, and if so whether the address should also be displayed. Then select **Update**.

### Edit My Organisation Details

Choose if you would prefer to display details of the organisation on the provider finder

Trading Name:	Big Fun
Legal Name:	TISDELL, STEPHEN JOHN
Organisation ID:	4050004196
Address:	15 Tay Street Watson, ACT, 2076
Telephone Number:	0262000000
Email:	graham.barrs@actpeace.ngo.com.au
Website:	
Provider Finder Display:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Do you wish to hide your address details in the provider finder?:	<input type="radio"/> Yes <input checked="" type="radio"/> No

[Cancel](#) [Update](#)

**Note:** To edit your organisation's details including your email address, to make sure you receive important information, you will need to contact the NDIS Quality and Safeguards Commission.

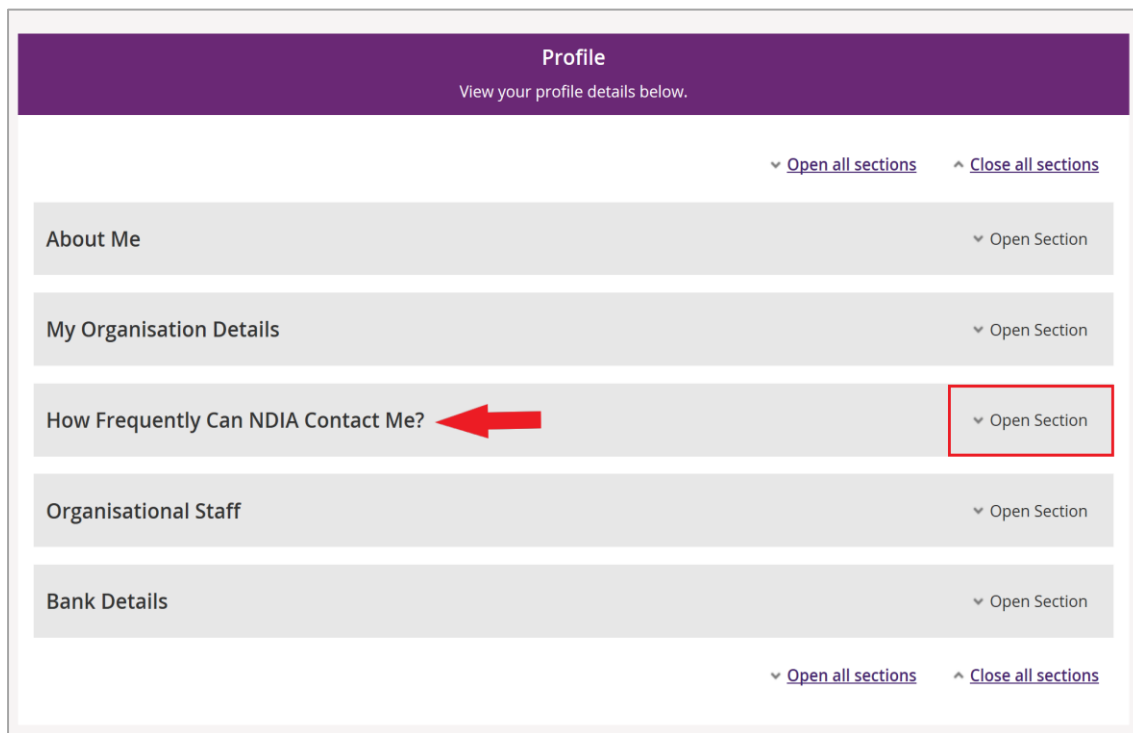
## How Frequently Can NDIA Contact Me?

Nominate how often your organisation wants to be notified about changes to service bookings and quotations, and new Requests for Service sent to your organization for review. For new Requests for Service you will be notified immediately. For service bookings and quotations, you can choose to be notified:

6. Immediately
7. Daily
8. Weekly
9. Never

**Note:** You will only be notified about service bookings and quotations that your organisation needs to action.

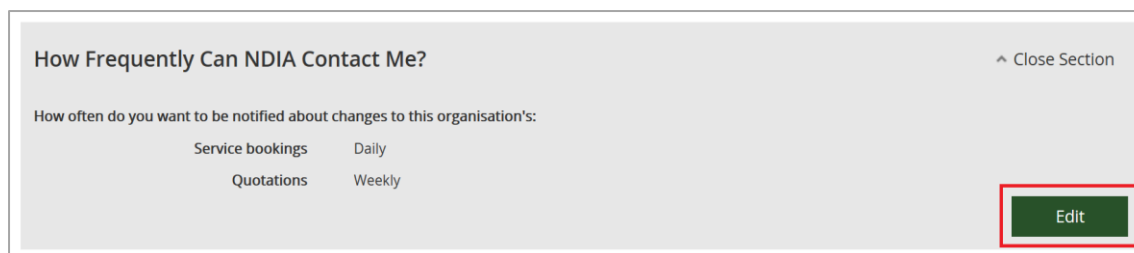
1. Select **Open Section** to view or edit your information.



The screenshot shows a 'Profile' page with the following sections and their 'Open Section' links:

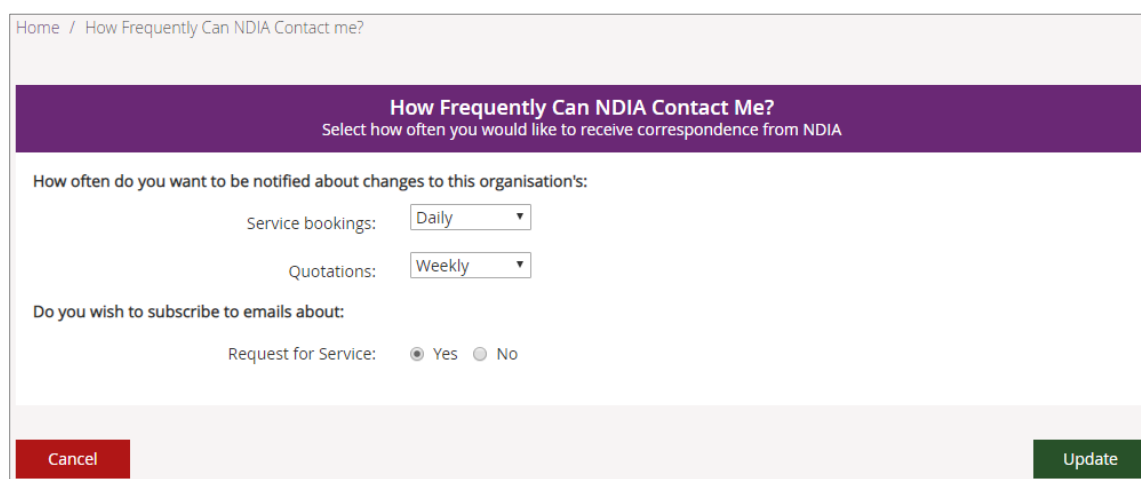
- About Me
- My Organisation Details
- How Frequently Can NDIA Contact Me? (highlighted with a red arrow and box)
- Organisational Staff
- Bank Details

2. Select **Edit** to update your preferred frequency.



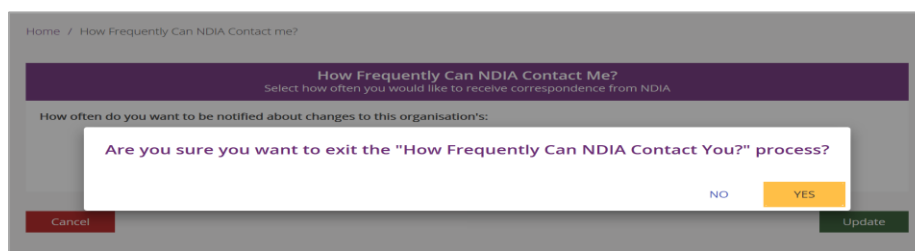
3. Choose from the drop-down how often you wish to receive service bookings and quotations notifications and select **Update**:

- Immediately
- Daily
- Weekly
- Never



**Note:** If you choose daily or weekly, all changes for the previous day or week (Monday to Sunday) will be grouped together and sent in one message to your inbox.

4. Choose from Yes and No to update your Request for Service email preferences.
5. Select **Cancel** if you wish to cancel the selection. A popup box will appear asking for confirmation to return to the Profile screen without updating any contact details.
6. Select **Yes** to return to the **Profile** screen; select **No** to return to the list of correspondence options and make a selection.



## Organisational staff

Your role (also shown as Responsibility or Contact type depending on the screen) will be allocated to you by your organisation’s account manager.

If you are linked to multiple organisations, your role may vary between organisations.

Depending on your role, you can view your profile, edit your details, edit contacts and update bank account details. The roles available are:

Contact type / Responsibility role	Account manager	Primary contact	Alternative contact
Number allowed (per organisation)	Multiple	One	Unlimited
Create service bookings	Yes	Yes	Yes
Submit payment requests	Yes	Yes	Yes
Cancel paid and pending payment requests	Yes	Yes	No
Add/ remove contacts	Yes	No	No
Update bank account	Yes	No	No

If you have the account manager role, you can edit the staff roles for your organisation through the **Organisational Staff** section.

**Important note:** The first person who links to an organisation will be automatically assigned the roles primary contact and account manager. This applies when the registration is processed through the NDIS Quality and Safeguards Commission.

1. Select **End Role** in the Action column to remove that access type from a contact.
2. To add a new role to an existing contact, select **Add Role**.

Organisational Staff ^ Close Section

Name	Contact Type	Start Date	End Date	Status	Action
Bane Barrs	Alternative Contact	26/09/2018	31/12/9999	Approved	<a href="#">End Role</a> <span style="color: red;">→</span> <a href="#">Add Role</a> <span style="color: red;">←</span>
	Alternative Contact	18/09/2018	25/09/2018	Ended	<a href="#">Add Role</a>
	Alternative Contact	14/09/2018	17/09/2018	Ended	<a href="#">Add Role</a>
	Alternative Contact	22/07/2018	13/09/2018	Ended	<a href="#">Add Role</a>
dalit sharma	Primary Contact	23/08/2018	31/12/9999	Approved	<a href="#">Add Role</a>
	Account Manager	15/02/2018	31/12/9999	Approved	<a href="#">End Role</a> <a href="#">Add Role</a>
	Primary Contact	06/06/2018	22/08/2018	Ended	<a href="#">Add Role</a>
	Alternative Contact	14/02/2018	05/06/2018	Ended	<a href="#">Add Role</a>
	Alternative Contact	14/10/2016	15/10/2016	Ended	<a href="#">Add Role</a>

3. Select the contact type from the **Contact Type** drop-down and select **Update** to save the record.

Home / Add role

**Add Role**  
 Add contact roles for your organisational staff

Full Name: Louise Davies

Contact Type: \* Please select  
Primary  
Account Manager

Cancel
Update

**Tip:** The **Contact Type** available to select will be limited to the roles the staff member does not hold.

**Tip:** An individual user cannot hold both primary contact and alternate contact roles at the same time.

## Bank details

The NDIA will pay **Payment Requests** from your organisation to this account.

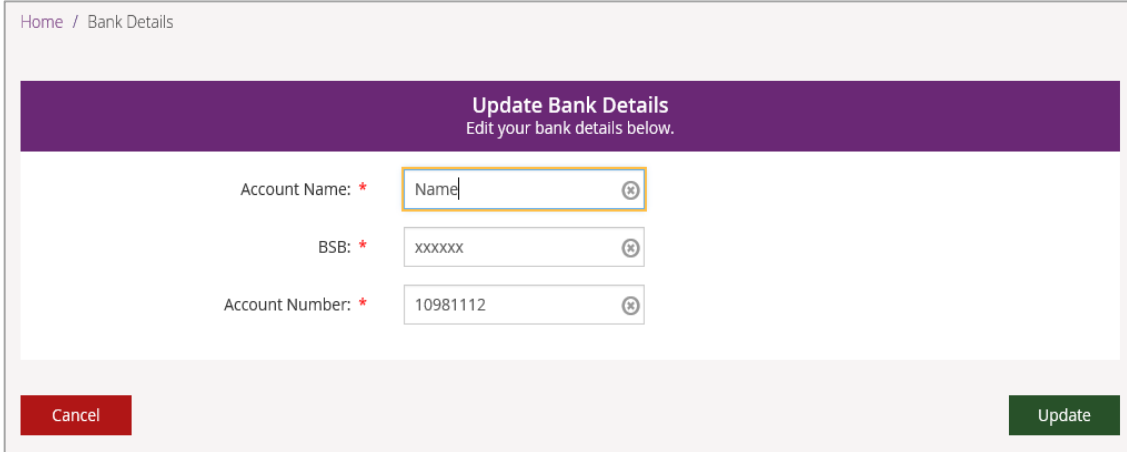
1. To add bank account details, select **Add Bank Detail** from the **Bank Details** section.

**Note:** Only the account manager can add or edit bank accounts details.

**Note:** Bank details cannot be updated if there are payments approved but not yet paid.

Changed bank details will take effect immediately.

2. Complete the following fields:
  - At **Account Name**, enter the bank account name.
  - At **BSB**, enter the six-digit BSB number.
  - At **Account Number**, enter the account number.
  - Select **Update**.



3. Once you have saved your bank account details, use the **Edit** button if you need to change the account details.

**Note:** Whenever the bank account details are added or edited, the primary contact for your organisation will receive an SMS stating:

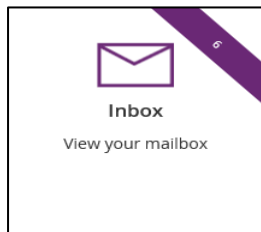
*We have updated your bank account details as requested. Contact NDIA on 1800 800 110 if you need to.*

## Managing correspondence and messages

### Inbox

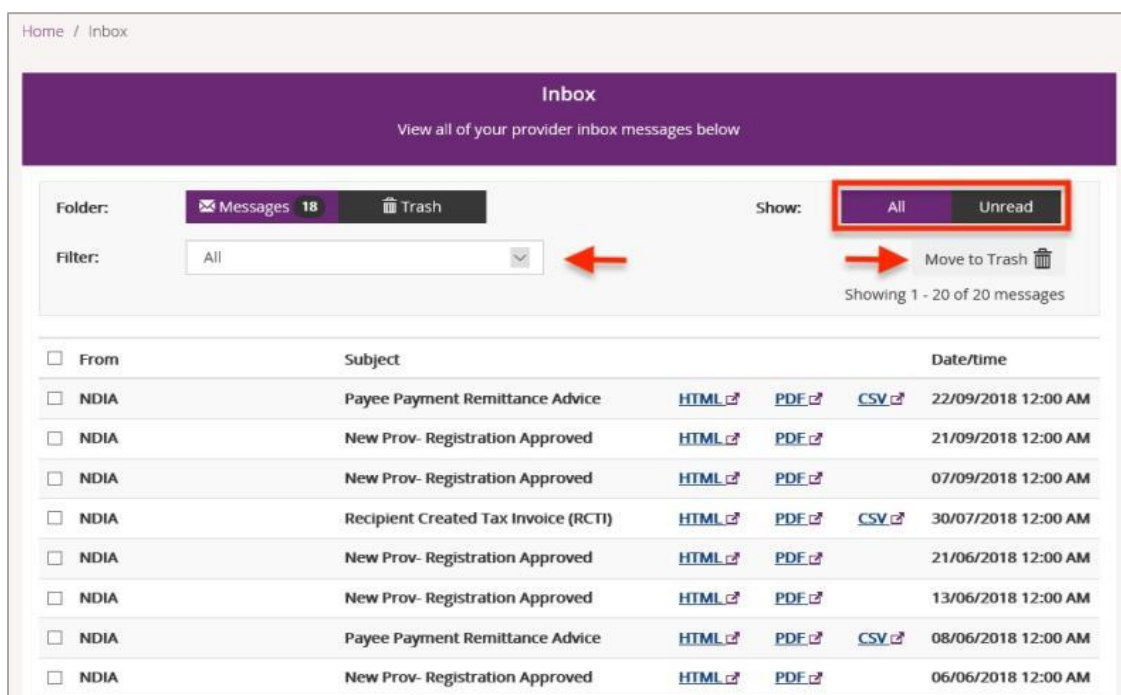
All messages and letters sent to your organisation will appear in the **Inbox**. When you open the **Inbox**, you will see all messages, not just those relating to you or your participants. The number next to messages is the number of new (unread) messages received.

1. Select the **Inbox** tile on the **myplace** home page.



2. Your **Inbox** displays messages and letters received from NDIA.

**Note:** See [How Frequently Can NDIA Contact Me?](#) to choose how often you wish to be notified.



Home / Inbox

**Inbox**  
View all of your provider inbox messages below

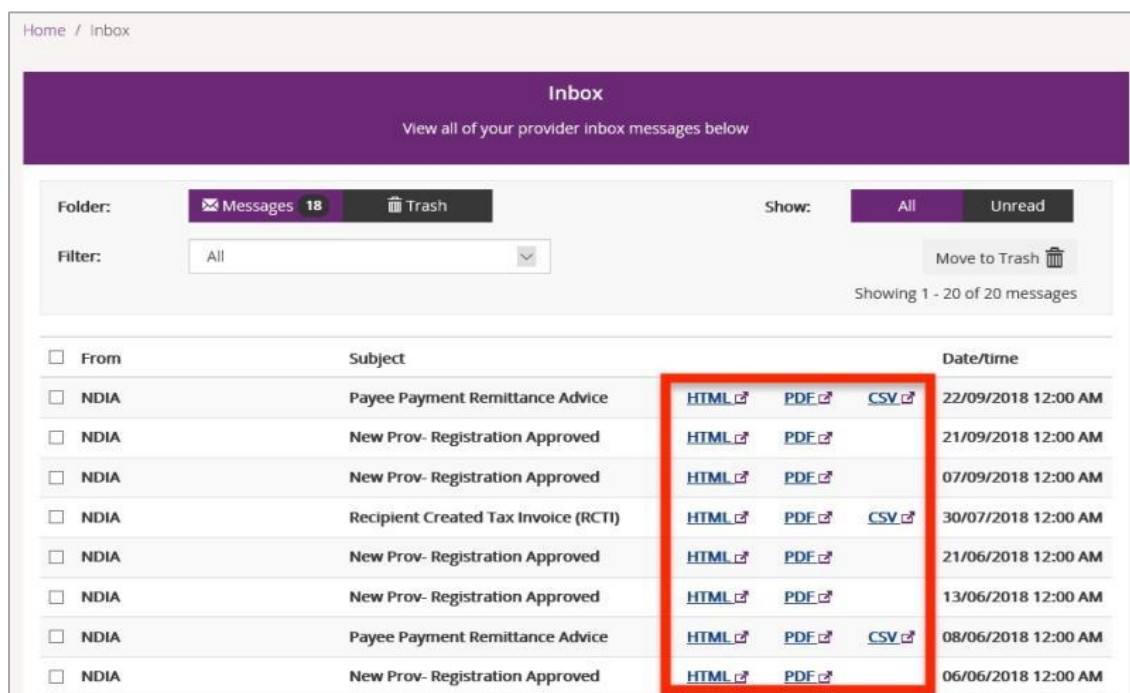
Folder: ✉ Messages 18 🗑 Trash Show: All Unread

Filter:  ▼ → Move to Trash 🗑

Showing 1 - 20 of 20 messages

<input type="checkbox"/>	From	Subject				Date/time
<input type="checkbox"/>	NDIA	Payee Payment Remittance Advice	<a href="#">HTML</a>	<a href="#">PDF</a>	<a href="#">CSV</a>	22/09/2018 12:00 AM
<input type="checkbox"/>	NDIA	New Prov- Registration Approved	<a href="#">HTML</a>	<a href="#">PDF</a>		21/09/2018 12:00 AM
<input type="checkbox"/>	NDIA	New Prov- Registration Approved	<a href="#">HTML</a>	<a href="#">PDF</a>		07/09/2018 12:00 AM
<input type="checkbox"/>	NDIA	Recipient Created Tax Invoice (RCTI)	<a href="#">HTML</a>	<a href="#">PDF</a>	<a href="#">CSV</a>	30/07/2018 12:00 AM
<input type="checkbox"/>	NDIA	New Prov- Registration Approved	<a href="#">HTML</a>	<a href="#">PDF</a>		21/06/2018 12:00 AM
<input type="checkbox"/>	NDIA	New Prov- Registration Approved	<a href="#">HTML</a>	<a href="#">PDF</a>		13/06/2018 12:00 AM
<input type="checkbox"/>	NDIA	Payee Payment Remittance Advice	<a href="#">HTML</a>	<a href="#">PDF</a>	<a href="#">CSV</a>	08/06/2018 12:00 AM
<input type="checkbox"/>	NDIA	New Prov- Registration Approved	<a href="#">HTML</a>	<a href="#">PDF</a>		06/06/2018 12:00 AM

3. Select **Unread** to show only messages that have not been opened.
4. You can limit the list of messages to a particular type. Select the message type from the **Filter** drop-down.
5. When you have processed a message, you can delete it by moving it to **Trash**. Select the check box to the left of the messages you wish to delete, select the **Move to Trash** link to delete all the selected messages.
6. Select the blue file type link to open the message. The message will open in a separate window to enable you to continue processing in the portal while the message is open.

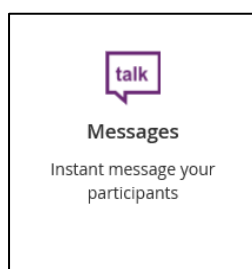


## Messages

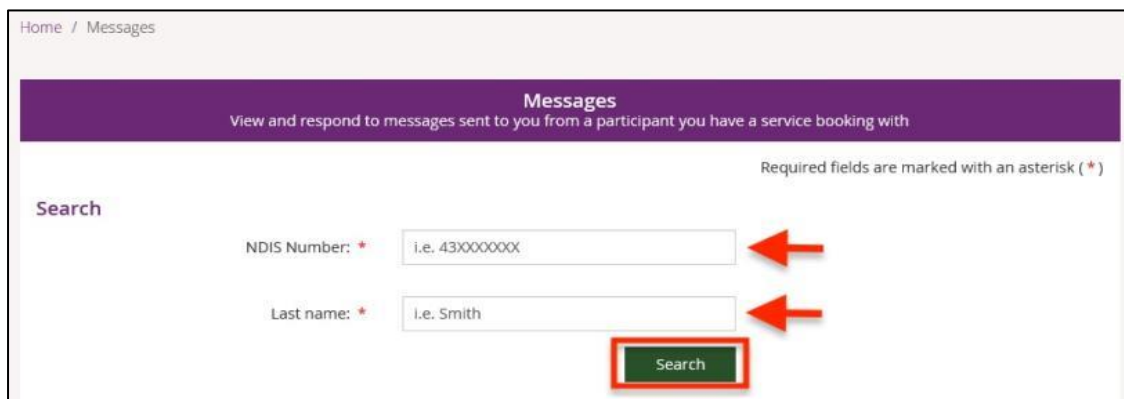
You can have online conversations with your participants through the instant messaging function.

### Starting a new instant message

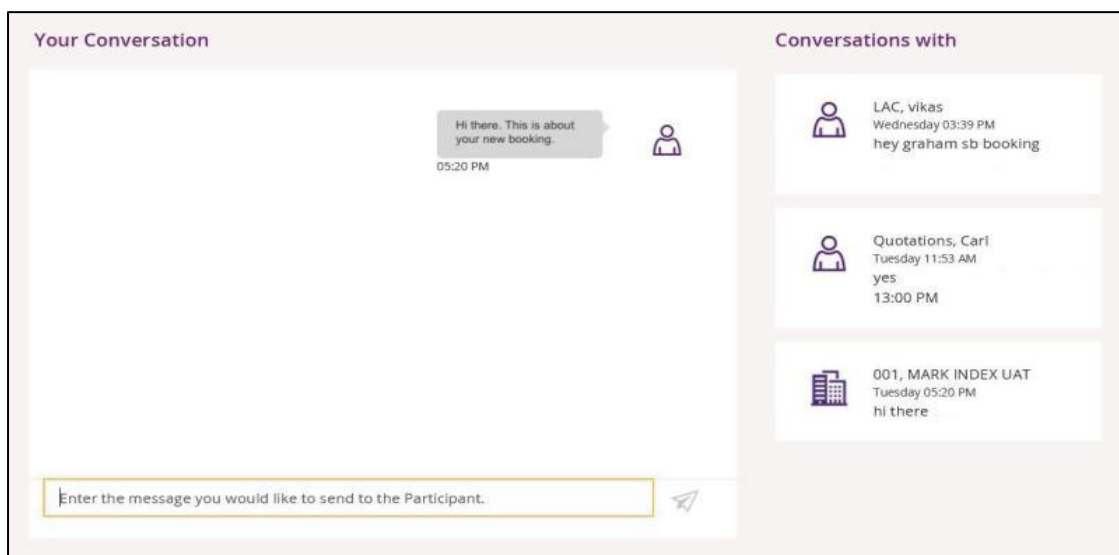
1. Select the **Messages** tile on the **myplace** home page.




2. Enter the participant's **NDIS Number** and **Last Name** then select **Search**.



The **Your Conversation** window displays.



3. Type your message in the message field which (highlighted by a yellow rectangular box).
4. Select the  paper aeroplane icon on the right-hand side of the message field to send.

## Continuing a previous conversation

You can carry on past conversations by searching for the participant or finding the participant under the **Conversations with** panel.

To search for the participant, refer to starting a new instant message in Step 2 above.

If the participant is shown in the **Conversations with** panel on the right-hand side of the window, simply click on the participant and your conversation will be displayed.

## Administering your services

These functions enable you to:

1. Find your active Participants
2. View a **Participant's plan** (if you provide services to that participant and have their consent).
3. View and manage your **Service Bookings** (these record which supports you will provide to participants, the value of the supports, and the period within which they will be provided).
4. View and manage your **Payment Requests** (how you submit claims for payment for supports delivered).
5. View and respond to **Quotations** (requests for quotes for supports from the Agency or a participant).
6. View **Referrals** to your organisation (created by the Agency when a participant would like you to contact them).
7. View and action Support Coordination **Requests for Service**.
8. Use the **Provider Finder** (to find additional supports for a participant).
9. **Upload Evidence** related to the participant or their supports.
10. **Download** and view reports about all the service bookings you have with active participants and information about participants you have service bookings with, and also your quotation requests.

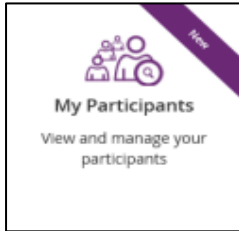
## Finding Participants

All of your active participants will appear in **My Participants**. When you open **My Participants**, you can search for a participant and quickly view their plan, view or create service bookings and payment requests.



The NDIA requires consent from participants to share their plans with providers. Only participants and their nominees can provide the NDIA with the consent to share their plans with providers. Participants have the choice to either share, or not share their plans with you and can withdraw consent at any time.

10. Select the **My Participants** tile on the **myplace** home page.



11. A list of active participants sorted by first name is displayed. From here you can select the links to view their plan, view or create service bookings and payment requests.

Home / My Participants

**i** PACE participant plans cannot be viewed using myplace provider portal. Please use the my NDIS provider portal to view new participant plans.

### My Participants

View and manage your participants

Help on this ?

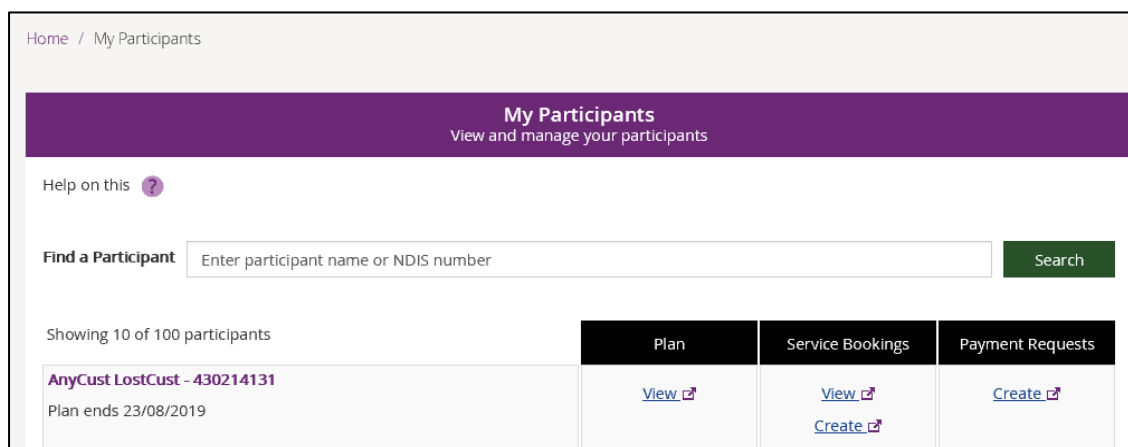
Find a Participant

Showing 10 of 107 participants

	Plan	Service Bookings	Payment Requests
<b>Access Armadillo - 430258378</b> Plan ends 15/09/2024	<a href="#">View</a>	<a href="#">View</a> <a href="#">Create</a>	<a href="#">Create</a>
<b>Adult ForATHM2 - 430253555</b> Plan ends 11/09/2024		<a href="#">View</a> <a href="#">Create</a>	<a href="#">Create</a>

**Note:** PACE participant plans cannot be viewed using myplace provider portal. Please use the my NDIS provider portal to view new participants plans.

12. To search for a participant, type their name or NDIS number in the **Find a Participant** field and select **Search**.



13. To view the plan, select the **View** link and following instructions from Step 8 in the **View Plan** section below.

## View plan

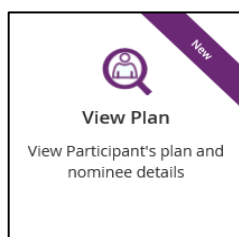
**View Plan** allows you to view the plans of participants that you have active service bookings with and have given the NDIA consent to share their plan with you.

The NDIA requires consent from participants to share their plans with providers. Only participants and their nominees can provide the NDIA with the consent to share their plans with providers. Participants have the choice to either share, or not share their plans with you and can withdraw consent at any time.

The 365-day plan auto-extension feature identifies plans near expiration and auto extends those plans up to 365 days, until the new plan review is approved to ensure that there is not a gap between the plans. The 365-day plan auto-extension feature will allow you to discuss the range of services participants might need during the extension period.

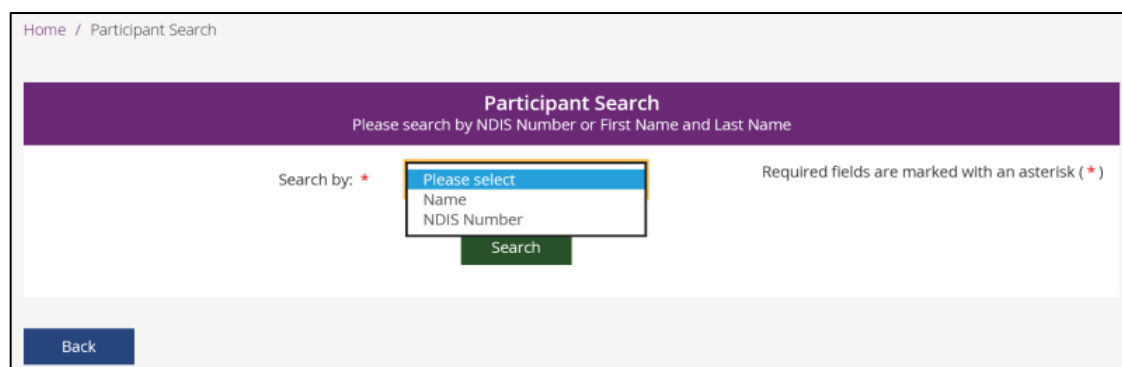
**See Download Service Bookings** if you want to download and identify any plans that are expiring and include service bookings that qualify for automatic extension.

1. On the home page select **View Plan**.




A **Participant Search** screen displays.

2. A drop-down menu displays for the search criteria field. Use the drop-down menu to select the criteria you wish to use. In this example we are searching by the **Participant's Name**.
3. Enter the participants first and last name in the search criteria field.
4. Select **Search**.



14. You must enter both the participant's first and last name to search. When a participant has a common name, it may be easier to search by NDIS Number. You will receive an error message if you don't enter both names and will be asked to complete the required fields. The names entered must be an exact match for the system to find the participant.

15. You can only view a participant’s plan if you have an active service booking with the participant. If you do not have an active service booking you will receive an error message.

 No search results have been found. Check that participant’s first name and last name are correct and that the NDIS number you provided is correctly formatted. It should be 9 digits long, with no spaces, and start with ‘43’. Alternatively, this could be a PACE approved participant. Please use the my NDIS provider portal to view the PACE plan.

**Note:** To create the first service booking, you will need to work from the participant’s printed plan, or the information the participant provides to you.

**Note:** For a PACE approved participant you will need to use my NDIS provider portal to view the PACE plan.

16. You can hover over the ‘?’ Help icon to obtain help on fields.

After searching for a participant, you will see the **View Participant Plan** page. Select the required participant to open their plan details.

Home / Participant Search

### Participant Search

Please search by NDIS Number or First Name and Last Name

Search by: \*  Required fields are marked with an asterisk ( \* )

NDIS Number: \*  ?

#### Search Results

Participant Name	NDIS Number	
AnyCust LostCust	430214131	<input type="button" value="View Plan"/>

17. The **View Participant's Plan** page shows the participant's details (name, gender, NDIS number, date of birth and interpreter need) as well as three open/close sections displaying the participant's:

- **Current Plan** – displays the days remaining in the plan. Select the **View Previous Plans** button to view the details of past plans.
- **Goals** – listing the participant's current plan and their medium to long term life goals

- **Participant's Nominee Details** – showing the nominee's name and relationship details, where a nominee exists.

**View Participant's Plan**  
View details of a participant's plan.

Open all sections    Close all sections

<b>Name:</b> UAT Tester005	<b>NDIS Number:</b> 430195413
<b>Preferred Name:</b>	<b>Date of Birth:</b> 10/10/2010
<b>Gender:</b> F	<b>Interpreter Required:</b> No

**Current Plan: 1017571**

344 days remaining

Start Date  
05/09/2017

End Date  
05/09/2019

View Previous Plans

**Goals** Open Section

**Plan Goals**

Goal Type	Description
Health and wellbeing	SIMPLE

**How I will achieve this goal**  
Be able to understand if I am getting the right change when I go shopping. Anne testing - Testing provider  
Testing testing for provider

**How I will be supported**  
My LAC will support me to connect to providers who can help me to develop my money handling skills in the community. Anne testing - testing provider  
Testing testing - provider

**Medium to long term life goals**

Goal Type	Description
Learning	COMPLEX

**How I will achieve this goal**  
Determine my job capacity and mainstream eligibility to disability employment supports.

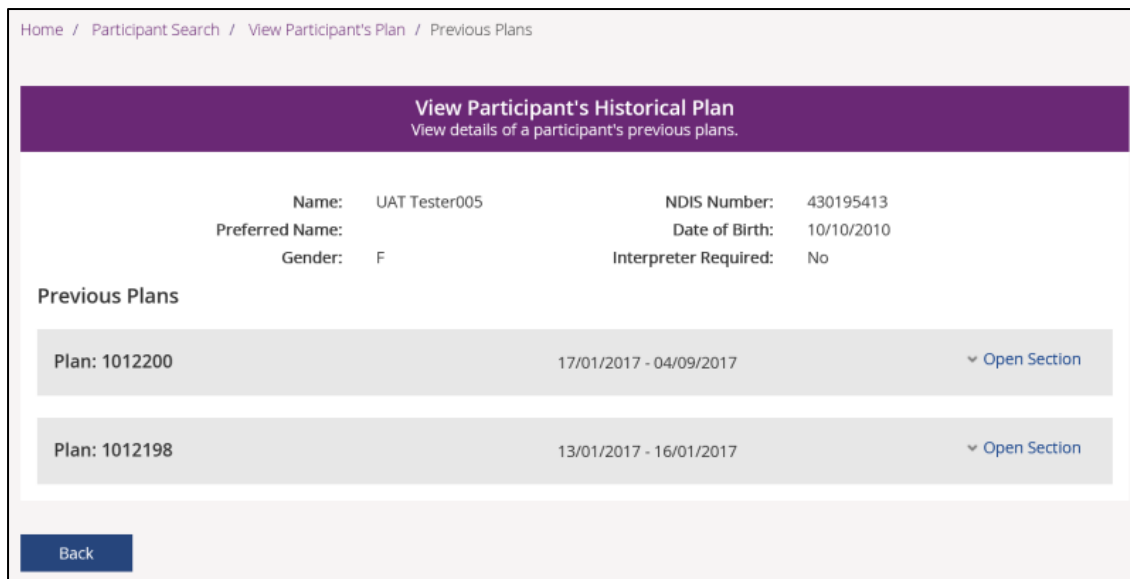
**How I will be supported**  
I can access Centrelink support to determine my job capacity and mainstream eligibility to DES My LAC will support me to connect to services for employment supports.

**Participant's Nominee Details** Open Section

Open all sections    Close all sections

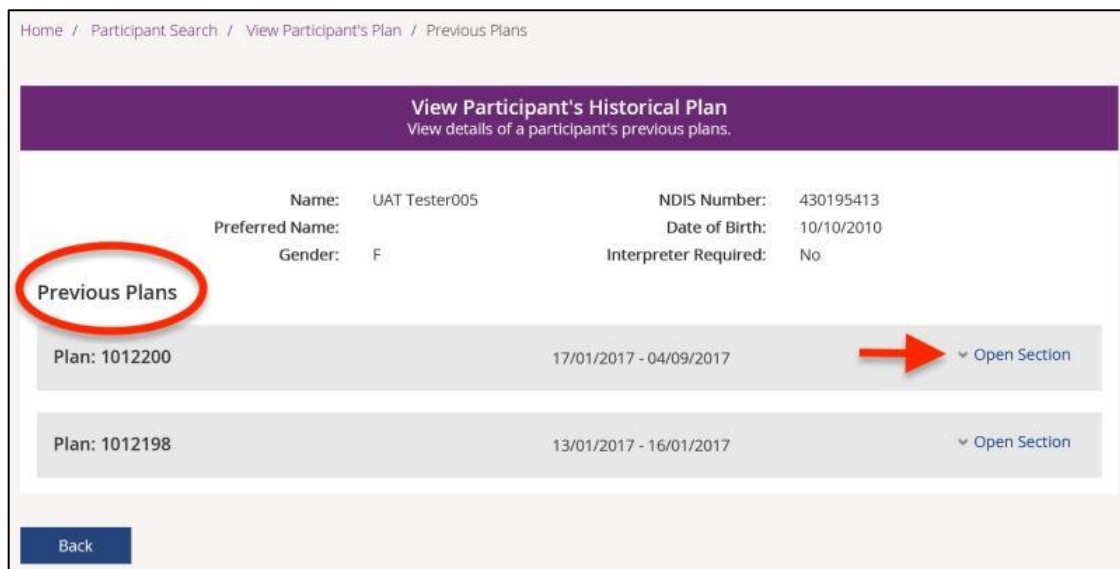
Back

The **View Participant's Historical Plan** page opens.

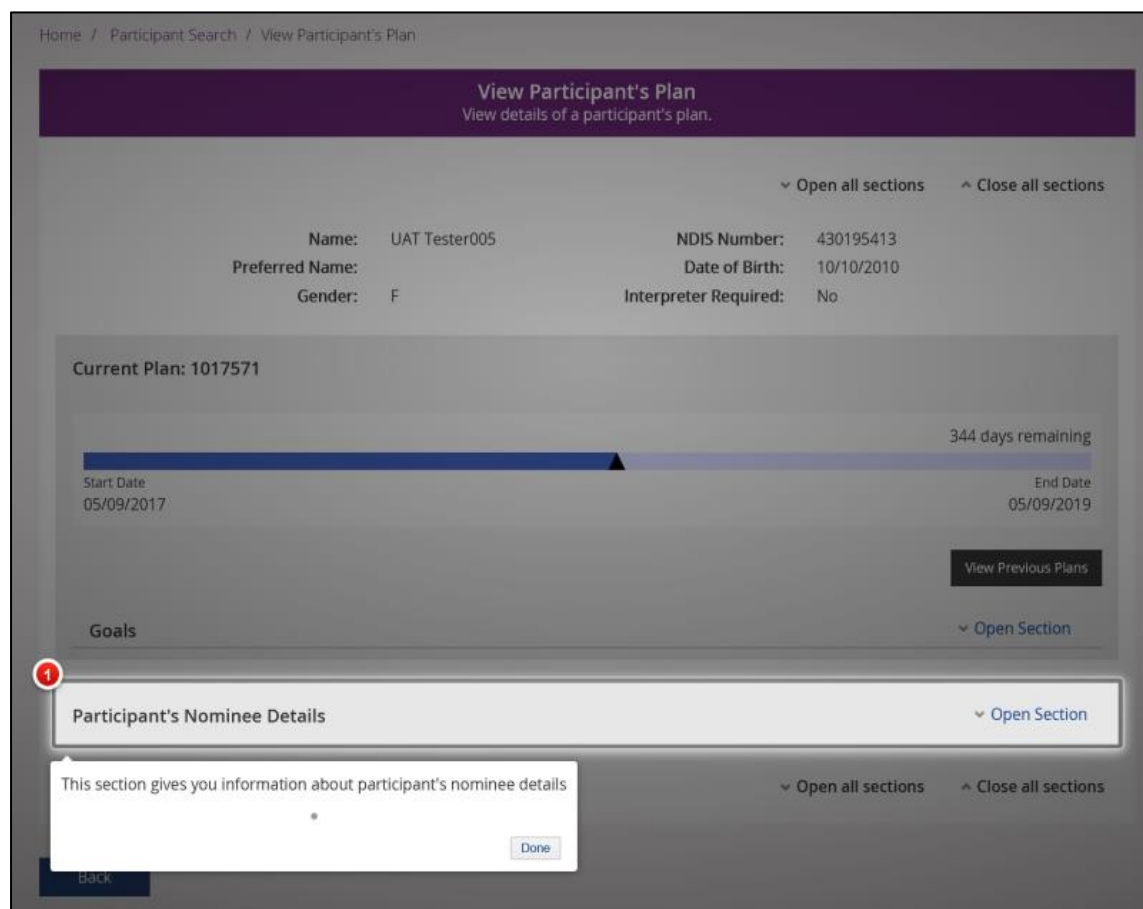


9. Select **Open Section** to view details of past plans.

**Note:** This will only be available if the participant has previous plans.



**Important Note:** Help text is available throughout the screens. Simply hover your cursor over the field you need more information about.



Home / Participant Search / View Participant's Plan

### View Participant's Plan

View details of a participant's plan.

Open all sections Close all sections

Name: UAT Tester005 NDIS Number: 430195413  
Preferred Name: Date of Birth: 10/10/2010  
Gender: F Interpreter Required: No

Current Plan: 1017571

344 days remaining

Start Date: 05/09/2017 End Date: 05/09/2019

View Previous Plans

Goals Open Section

**1** Participant's Nominee Details Open Section

This section gives you information about participant's nominee details

Done

back

Open all sections Close all sections

- When you have been given consent to view a participant's plan and you are a registered plan manager with an active service booking you will see the information outlined at point five as well as information about the budget in a participant's plan.
- By selecting **Open Section**, you will see the initial Approved Funds spent and the amount of Funds Remaining. Details of any Funds Allocated will also be shown.

**Goals** Open Section

---

**Plan Budget**

Current at: Thu Sep 27 2018

Approved Funds: \$44,785.67

Funds Spent: \$141.00 Funds Remaining: \$44,644.67

---

**Capacity Building** Close Section

Approved Funds: \$30,993.74

Funds Spent: \$41.00 Funds Remaining: \$30,952.74

**Improved life choices**

Funds Spent:	\$0.00	
Funds Remaining:	\$1,000.00	<i>(includes allocated items)</i>
<b>Approved Funds:</b>		<b>\$1,000.00</b>

**Allocated Items(0)**  
None

**Improved daily living**

Funds Spent:	\$20.00	
Funds Remaining:	\$1,091.00	<i>(includes allocated items)</i>
<b>Approved Funds:</b>		<b>\$1,111.00</b>

**Allocated Items(0)**  
None

**Finding and keeping a job**

Funds Spent:	\$0.00	
Funds Remaining:	\$2,000.00	<i>(includes allocated items)</i>
<b>Approved Funds:</b>		<b>\$2,000.00</b>

**Allocated Items(0)**  
None

**Improved health and wellbeing**

Funds Spent:	\$0.00	
Funds Remaining:	\$2,000.00	<i>(includes allocated items)</i>
<b>Approved Funds:</b>		<b>\$2,000.00</b>

**Allocated Items(0)**  
None

**Improved living arrangements**

Funds Spent:	\$0.00	
Funds Remaining:	\$2,000.00	<i>(includes allocated items)</i>
<b>Approved Funds:</b>		<b>\$2,000.00</b>

**Allocated Items(0)**  
None

**Improved learning**

Funds Spent:	\$0.00	
Funds Remaining:	\$20,000.00	<i>(includes allocated items)</i>
<b>Approved Funds:</b>		<b>\$20,000.00</b>

**Allocated Items(0)**  
None

**Improved relationships**

Funds Spent:	\$0.00	
Funds Remaining:	\$200.00	<i>(includes allocated items)</i>
<b>Approved Funds:</b>		<b>\$200.00</b>

**Allocated Items(0)**  
None

**Increased social and community participation**

Funds Spent:	\$0.00	
Funds Remaining:	\$2,500.00	<i>(includes allocated items)</i>
<b>Approved Funds:</b>		<b>\$2,500.00</b>

**Allocated Items(0)**  
None

**Support coordination**

Funds Spent:	\$21.00	
Funds Remaining:	\$161.74	<i>(includes allocated items)</i>
<b>Approved Funds:</b>		<b>\$182.74</b>

**Allocated Items(0)**  
None

---

**Capital** Open Section

---

**Core** Open Section

12. In the **Capital** section, amounts will only be shown where a quote has been accepted. The amount will be shown as **Approved Funds**.

**Plan Budget**  
Current at: Thu Sep 27 2018

Approved Funds: \$44,785.67

Funds Spent: \$141.00 Funds Remaining: \$44,644.67

---

**Capacity Building** Open Section

---

**Capital** Close Section

Approved Funds: \$0.00

Funds Spent: \$0.00 Funds Remaining: \$0.00

**Assistive technology**

Funds Spent: \$0.00 *(includes allocated items)*

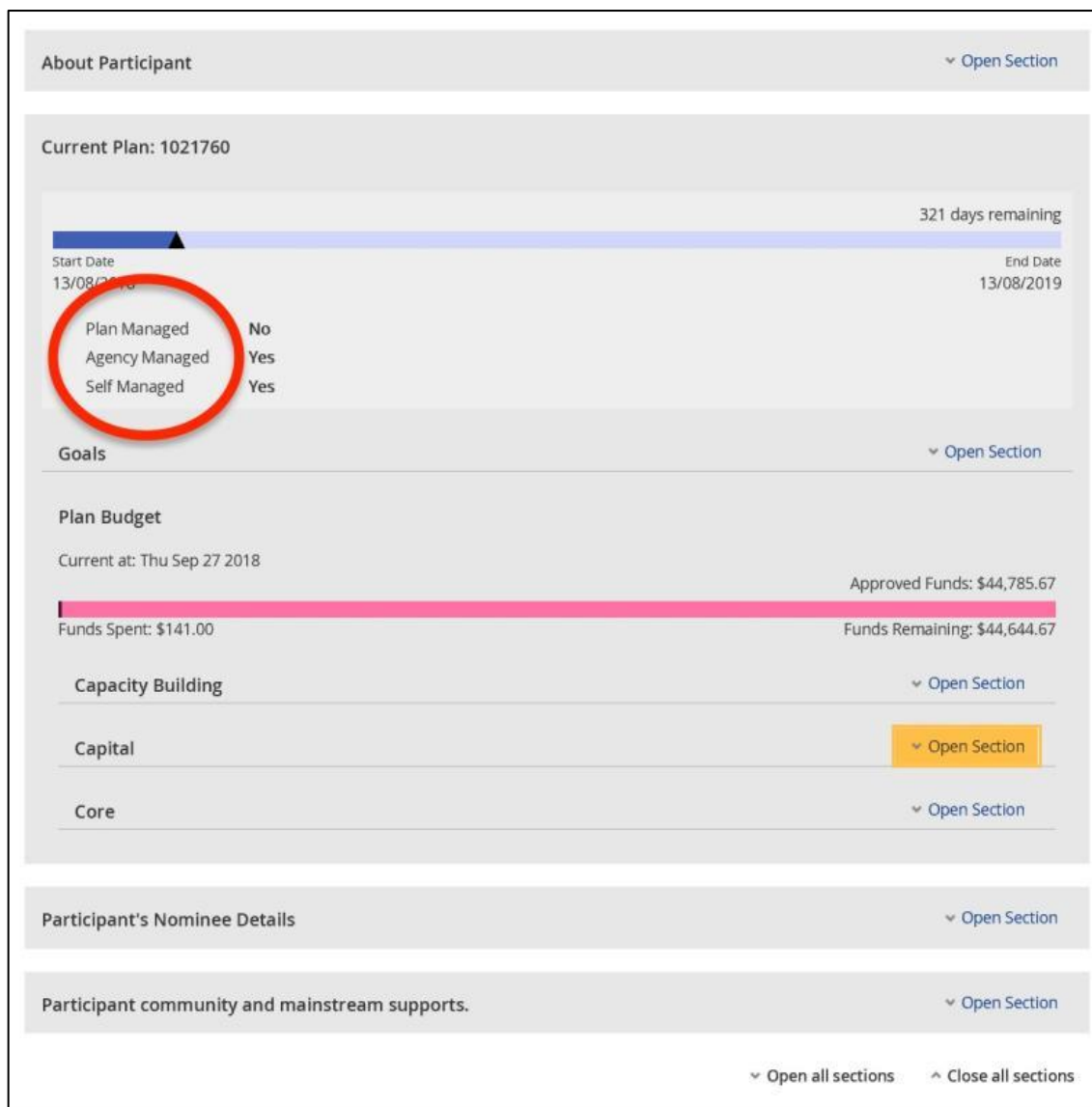
Funds Remaining: \$0.00

**Approved Funds: \$0.00**

**Allocated Items(3)**

Item Name	Item No.	Status	Quote Required	Quote Received	Funds Approved(\$)
Mobile Shower Commode - Composite	05_413_0103_1_2	Stated	Yes	No	
Rental - Composite	05_424_0105_1_2	Stated	Yes	No	
Shower Support - Composite	05_415_0103_1_2	Stated	Yes	No	

**Note:** When you have been given consent to view a participant’s plan and you are a registered support coordinator with an active service booking you will see the information outlined at points five and nine as well as information about the type of plan management in the plan and details of other community, mainstream and in kind supports.



The screenshot displays the 'About Participant' section for a plan with ID 1021760. It includes a progress bar showing 321 days remaining, with a start date of 13/08/2018 and an end date of 13/08/2019. A table lists the plan management status: Plan Managed (No), Agency Managed (Yes), and Self Managed (Yes). The 'Plan Managed' row is circled in red. Below this, there are sections for Goals, Plan Budget (showing \$141.00 spent and \$44,644.67 remaining), Capacity Building, Capital, and Core. At the bottom, there are sections for Participant's Nominee Details and Participant community and mainstream supports.

## Consent to view plan notification

1. You will receive via the **Inbox**, notification of consent to view a participant's plan, as well as any changes to consent. This will be a message of type 'Changes to plans shared with you'.
2. See **Inbox** Step 4 for details of how to filter messages by type.

## Service bookings



Prior to providing services to a participant, you need to ensure there is a agreement (not held in the NDIS system) between you and the participant.



Service bookings must be completed before you provide supports to a participant and be paid for a service. It must be in line with the NDIS Pricing Arrangements and Price Limits and Support Catalogue

A service booking details support(s) that you will provide to a participant under the service agreement. Both you and the participant will need to agree to the service. A service booking must be in place before you can be paid for a service.

You can create and manage service bookings with your participants using **myplace**.

Service bookings can also be created by participants, their nominee, or their plan manager. A participant may also be supported by an Agency representative to complete their service bookings.

Providers can:

1. [Create a new service booking](#) with a participant.
2. [View and edit existing service bookings](#)
3. [Accept or reject a new service booking](#) including providing a reason for rejection
4. [Accept or reject a change to an existing service booking](#), including providing a reason for rejection
5. [Edit support details on a service booking](#) including duration, price and quantity
6. [End a service booking](#) including immediate cancellation
7. [Delete a service booking](#)
8. View Quote ID and select hyperlink to navigate to Quotation screen

### Important points to note:

The dates of the service booking must be within the participant's current plan.

If the dates of your service booking do not cover the whole plan duration, you can create additional service bookings or extend it to cover the plan. The dates of the service

bookings (with the same support category) cannot overlap. Plan Managers should create their service bookings for the duration of the plan.

The 365-day plan auto-extension feature identifies plans near expiration and auto extends those plans up to 365 days, until the new plan review is approved to ensure that there is not a gap between the plans. The 365-day plan auto-extension feature will allow you to discuss the range of services participants might need during the extension period. From 10 February 2020, participant plans that include funding for Specialist Disability Accommodation (SDA) will have the service booking extended and pro-rata funding is allocated automatically where the extension has been applied. Please continue to regularly submit payments requests in accordance with the agreed SDA service booking. For participant plans approved after 1 July 2021, SIL is no longer a quotable support. If a participant's plan receives an automatic extension, SIL providers will need to update the allocation of the SIL service bookings themselves.

From 9 May 2020, participant plans that include funding for Assistive Technology, in some circumstances, will have a service booking extended and pro-rata funding allocated automatically where the extension has been applied.

- The service booking must have at least one support category (displayed as **Support Budget**) included.

You can have multiple support categories within one service booking.

You can have additional service bookings for the participant for other support categories.

The **Item Number** field (line item) is not mandatory unless the item is stated in the plan.

- From the 27 March 2021, you can view the Quote ID of an approved quote in the 'Find' page, under Service bookings and can select the hyperlink to navigate you to the Quotation screen.
- You can view and search the quote ID attached to all historic service bookings on the 'Find' page, under Service bookings and Quotation page.
- For service booking without a quote, the quote ID column will show as 'Not available.'

## Create service bookings

Providers can create two types of service bookings depending on the participant's plan.

Participant plans will have funding allocated at either a category level or an item level. Some

will have funding at both levels. In this case, providers might need to create two separate service bookings.



**IMPORTANT:** The Agency recommends that service bookings be created at the category level, if possible. This allows providers and participants to negotiate, or access supports on a more flexible basis, especially for on-the-spot assessments or services. This is preferable to having to create another service booking for that item at a later date or having funds locked into a support line item that does not relate to the appropriate support.

## Item level funding

If a participant has a stated item in their plan, and the provider tries to create a service booking in the support category but does not choose the stated support item, the portal will reject the service booking.

The stated support item must be selected to create a service booking.

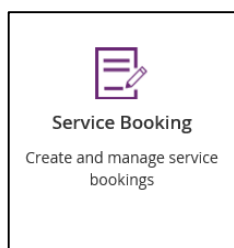
## Category level funding

If a participant has funding allocated at a category level, the provider can create a service booking at a category level.

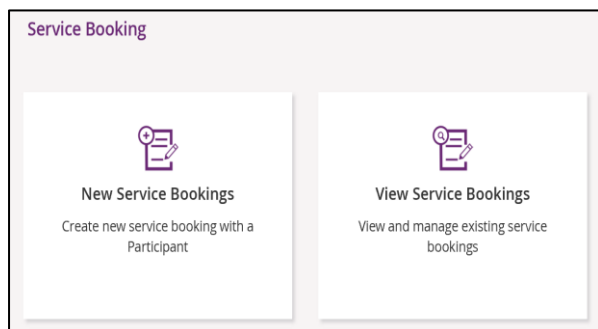
This type of service booking allows providers to use participant funds more efficiently and delivers greater flexibility for participants to utilise their funding across different support items within a support category.

## Service booking at the category level funding

1. Select the **Service Booking** tile on the **myplace** home page.

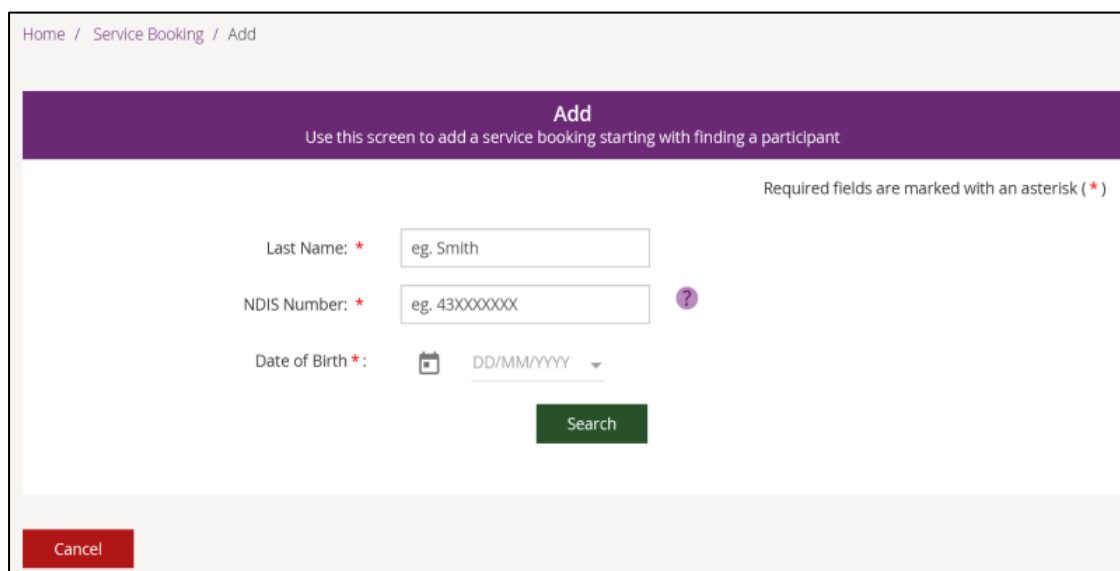


The **Service Booking** page displays.

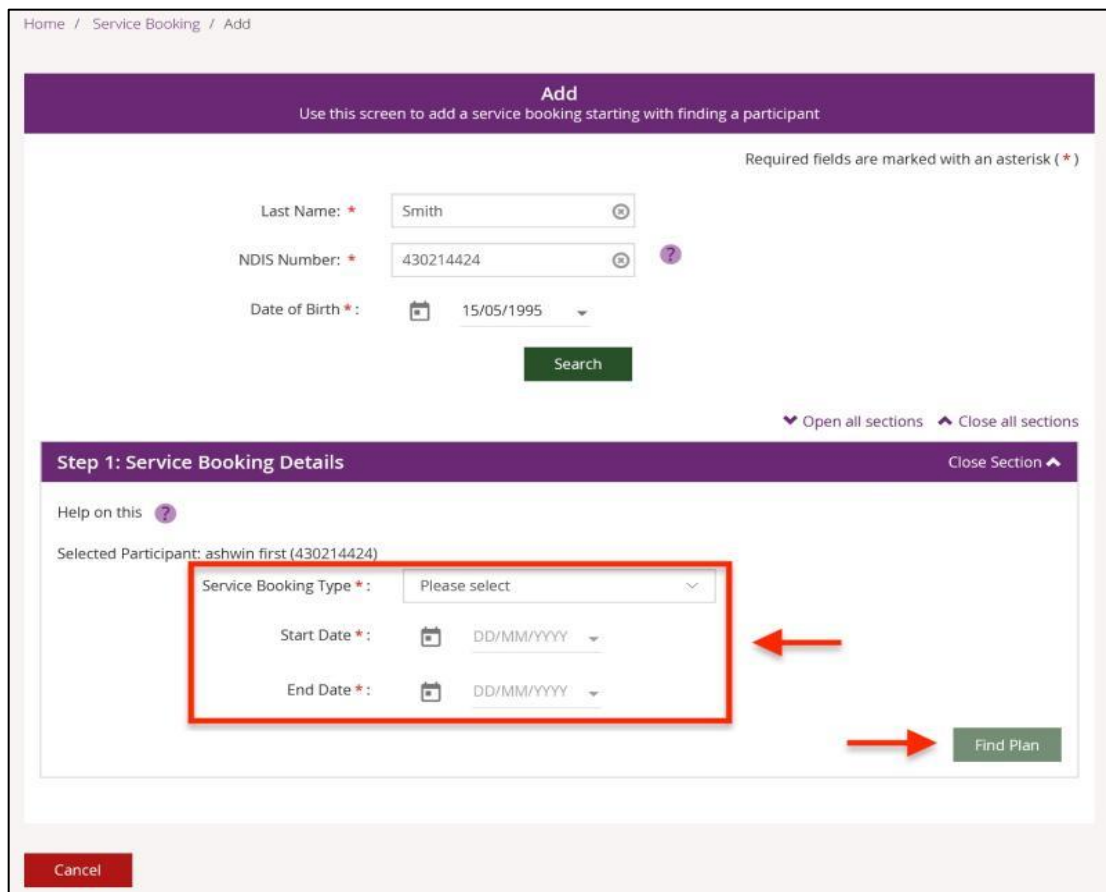


2. Select the **New Service Bookings** tile.

The **Add** service booking page opens.



3. Enter the participant's **Last Name**, **NDIS Number**, **Date of Birth** and select **Search**.  
The **Service Booking Details** section (Step 1) opens.



Home / Service Booking / Add

**Add**  
Use this screen to add a service booking starting with finding a participant

Required fields are marked with an asterisk (\*)

Last Name \*: Smith  
NDIS Number \*: 430214424  
Date of Birth \*: 15/05/1995

Search

Open all sections Close all sections

**Step 1: Service Booking Details** Close Section

Help on this ?

Selected Participant: ashwin first (430214424)

Service Booking Type \*: Please select  
Start Date \*: DD/MM/YYYY  
End Date \*: DD/MM/YYYY

Find Plan

Cancel

4. Select the **Service Booking Type**. The types available are:
  - **Standard booking** is available when funds are Agency managed. In most instances the only option will be standard booking.
  - **Plan managed booking** is only available when a provider is managing participant funding, as specified in the plan. The plan manager provider must be registered to do this. To create a plan managed service booking, a standard service booking between the plan manager and participant must first exist. This standard service booking needs to include at least one item for financial intermediary supports.

**Note:** Plan managed Service Booking Process

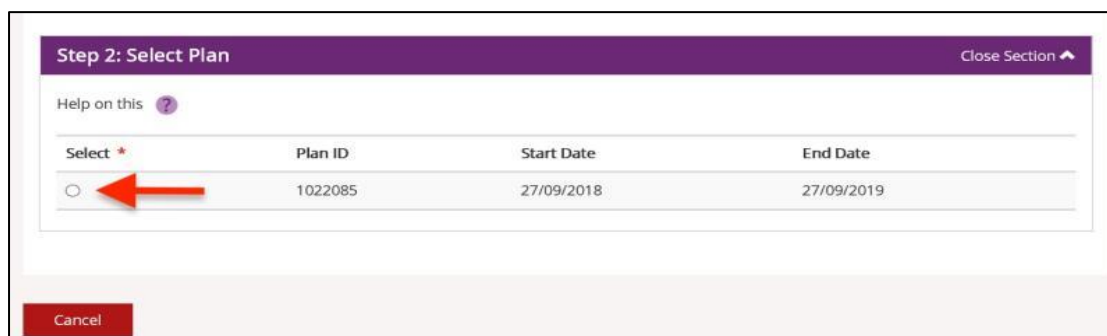
  - Plan management financial intermediary and monthly fees are stated items. These should be specified in the plan and the costs must be in line with the pricing guide.

- The plan manager must create a standard line-item service booking for the financial intermediary set up and monthly fees. To create standard line item refer to the steps in service booking at the Line-Item level.
- Once standard line-item service booking is created, the plan manager will be able to create plan managed service booking for plan managed funded supports within the plan. To create plan managed service booking, refer to steps 3 to 12.

**In-Kind service booking** is only managed by NDIA. In-kind are prepaid services funded by state, territory or Commonwealth governments. When these supports stop, you can create service bookings to claim the supports through NDIS. If you have any queries, please contact [INKIND@ndis.gov.au](mailto:INKIND@ndis.gov.au)

5. Enter the start and end dates of the service booking. These dates cannot sit outside the date range of the plan.
6. Select **Find Plan**.

The **Select Plan** section (Step 2) opens.

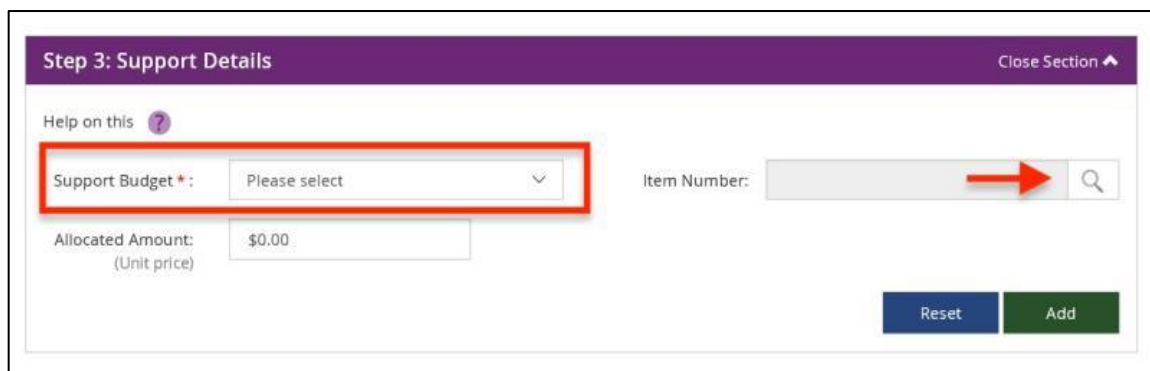


Select *	Plan ID	Start Date	End Date
<input type="radio"/>	1022085	27/09/2018	27/09/2019

Cancel

7. Select the button of the plan you want to work with.

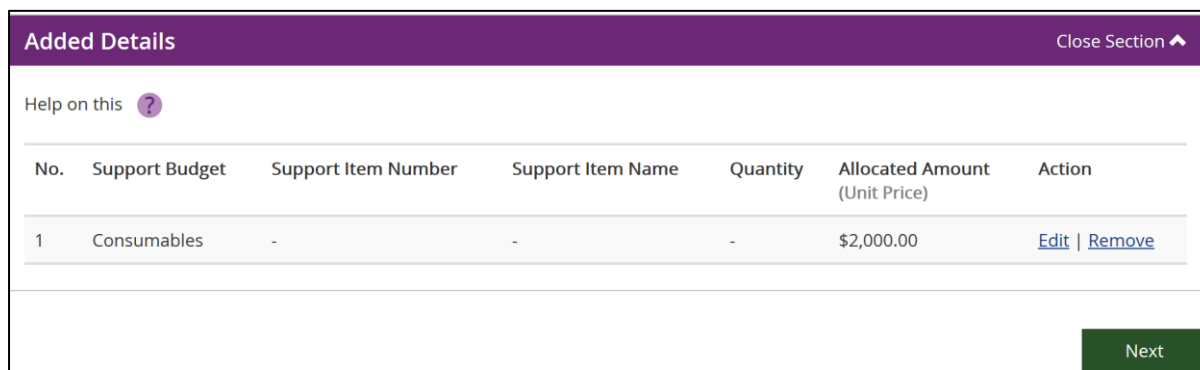
The **Support Details** section (Step 3) opens.



**Note:** The **Item Number** field (line item) is not mandatory unless the item is stated in the plan. Typically, an item is not stated but contact the participant to verify.

If you wish to select the Item Number, please refer to service booking at the [Line-Item Level funding](#).

8. Select the support category using the drop-down button for **Support Budget**.
9. Enter the Allocated Amount as agreed with the participant then select **Add**.
  - Select **Reset** to clear all your entries and selections.
  - If you need to add another support item, select **Add**.



No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount (Unit Price)	Action
1	Consumables	-	-	-	\$2,000.00	<a href="#">Edit</a>   <a href="#">Remove</a>

10. Once you have selected **Next** to continue, the booking and item details display. If you need to edit the details of the service booking, select **Back**.
11. Check the service booking is correct and when you are confident that everything is correct, add comments to the 'Comments' field to explain the booking.

**Add**  
 Use this screen to add a service booking starting with finding a participant

### Support Booking Details

Participant name (NDIS Number)	Type	Start Date	End Date	Total Allocated Amount	In-Kind Program	Action
Justin Testcase1 (430220107)	Standard Booking	01/10/2019	17/12/2019	\$2,000.00	-	<a href="#">Edit</a>

### Support Details

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount (Unit price)
1	Consumables	-	-	-	\$2,000.00

Comments:

\*  I declare that this Service Booking has been discussed with and agreed by the participant.

Back
Submit

- Ensure the service booking is as agreed with the participant, then tick the mandatory declaration and select **Submit**.
- Select **View Service Bookings** to go directly to the **View Service Bookings** page, which is described in the steps below or select **myplace** logo to return to the home page.

## Service booking at the line-item level

- Follow steps 1 to 7 of service booking at the [Category level funding](#) to open the **Support Details** section.
- Select the support category using the drop-down button for **Support Budget**.
- Select the **Item Number** using the drop-down button.

**Note:** Only items which you are registered to provide will be displayed.

**Step 3: Support Details** Close Section ▲

Help on this ?

Support Budget \*: Assistive Technology      Item Number: 05\_091203055\_0103\_1\_2

Allocated Amount: (Unit price) \$400.00      Quantity: 1

Item Name: Mobile Shower Commode - Child Transp

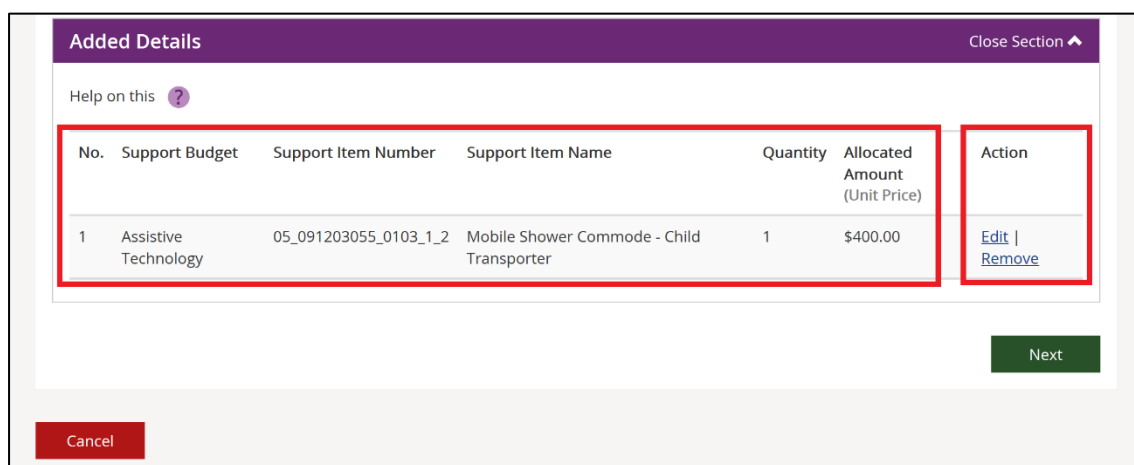
Reset
Add

4. Enter the **Allocated Amount** and the **Quantity** as agreed with the participant then select **Add**.

- Select **Reset** to clear all your entries and selections.
- If you need to add another support item, select **Add**.

The support item added moves to the **Added Details** section. If these details are incorrect, you can edit or remove the entry using the **Action** links.

5. When the details are correct, select **Next** to continue.

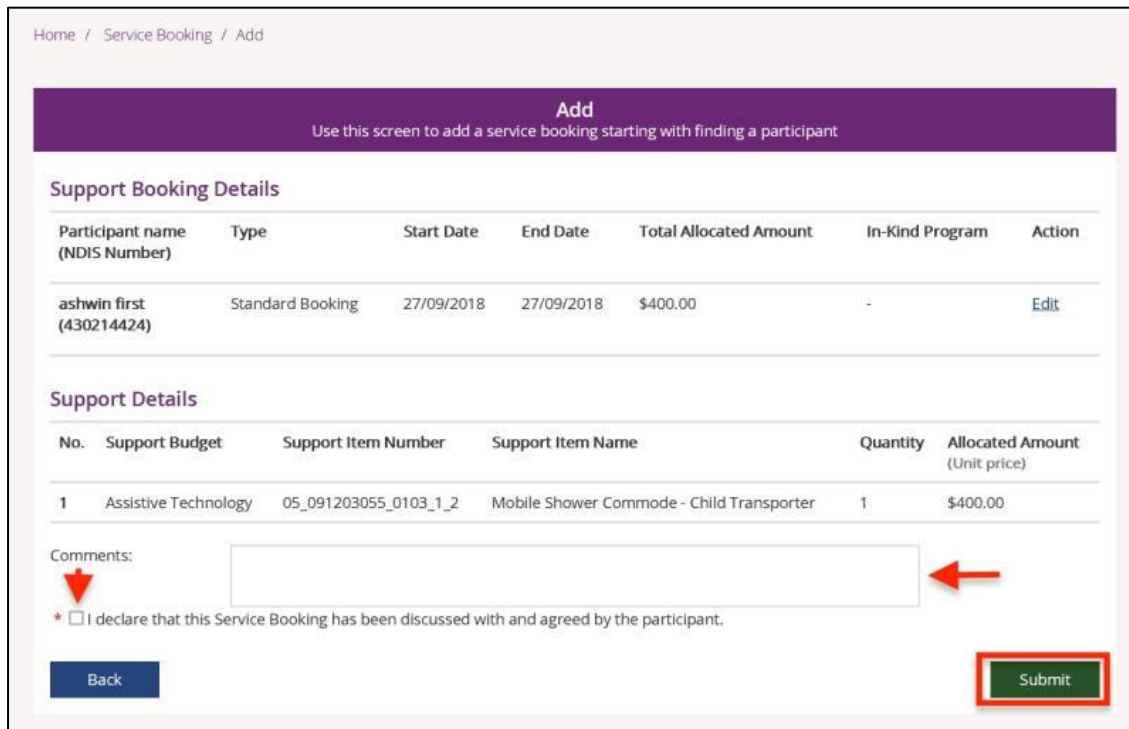


No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount (Unit Price)	Action
1	Assistive Technology	05_091203055_0103_1_2	Mobile Shower Commode - Child Transporter	1	\$400.00	<a href="#">Edit</a>   <a href="#">Remove</a>

6. Once you have selected **Next** to continue, the booking and item details display. To edit the details of the service booking, select **Back**.

7. Check the service booking is correct and when you are confident that everything is correct, you can add comments to the 'Comments' field to explain the booking.

8. Ensure the service booking is as agreed with the participant, then tick the mandatory declaration and select **Submit**.



Home / Service Booking / Add

**Add**  
Use this screen to add a service booking starting with finding a participant

**Support Booking Details**

Participant name (NDIS Number)	Type	Start Date	End Date	Total Allocated Amount	In-Kind Program	Action
ashwin first (430214424)	Standard Booking	27/09/2018	27/09/2018	\$400.00	-	<a href="#">Edit</a>

**Support Details**

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount (Unit price)
1	Assistive Technology	05_091203055_0103_1_2	Mobile Shower Commode - Child Transporter	1	\$400.00

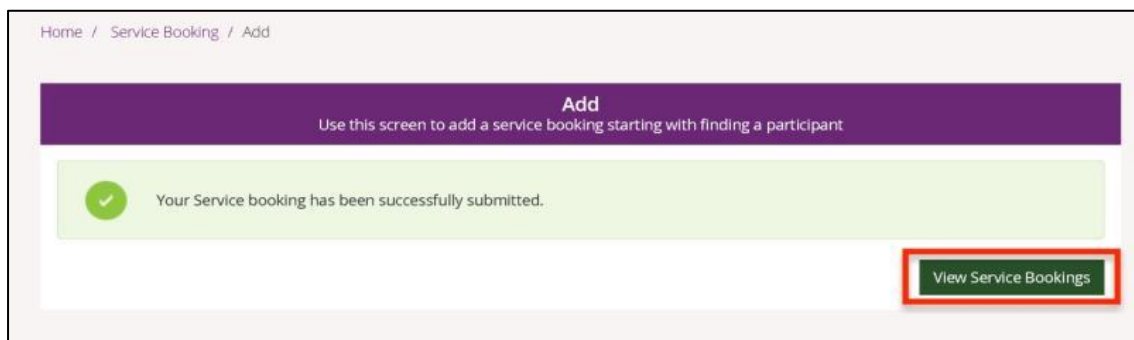
Comments:

\*  I declare that this Service Booking has been discussed with and agreed by the participant.

[Back](#) [Submit](#)


**Note:** The service booking is automatically approved for the participant when it is created. The booking confirmation page displays.

9. Select **View Service Bookings** to go directly to the **View Service Bookings** page, which is described in the steps below or select **myplace** logo to return to the home page.



Home / Service Booking / Add

**Add**  
Use this screen to add a service booking starting with finding a participant

 Your Service booking has been successfully submitted.

[View Service Bookings](#)

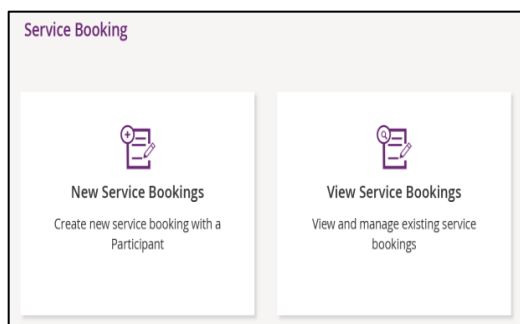
**NOTE:** For **Quotable items** NDIA will approve your quote and generally the related service booking is created automatically. In this case you are unable to create a service booking for quotable items (see Note for exceptions). Please refer to the **Quotation** section of this guide for further details.

**NOTE:** From 28<sup>th</sup> February 2022, Assistive Technology quotes valued under \$15,000.00 no longer require a quote. You can create a service booking against an accepted line item for the price agreed with the participant (up to the allowable budget) in cases where a quotable Assistive Technology item has been automatically accepted but a service booking was not automatically created. These cases are usually identified by: the funding for the item is now in the 'Available' funds, and a comment has been added to the participant's plan to reflect this change (in some cases the participant will have an email to indicate this).

## View service bookings

Service bookings can also be created by participants, their nominee, an Agency representative or their plan manager. All your service bookings can be accessed through **View Service Bookings**.

1. Select **View Service Bookings** on the **Service Booking** page. A list of your service bookings will be displayed. The service bookings are sorted by service booking number, with the most recent booking first.



2. Select a **Service Booking Number** to view details of that booking.

Home / My Service Booking / Find

**Find**  
 View all your service bookings or search for a specific booking by participant's name NDIS number, status, booking number or quote ID

View Service Booking-Help ?

Find a Participant  Refine Search Search

Booking Number  Status  v

Initiated By  v Quote ID

**Search Results**

602 Results found Sort By  v

Service Booking Number	Quote ID	Service Booking Type	Participant Name (NDIS Number)	Start Date	End Date	Submitted Date	Service Booking Status	Initiated By
<a href="#">55003168</a>	Not available	Standard Booking	Plan Flex22 Plan Man02 (430237017)	23/03/2019	24/03/2021	23/03/2020	Inactive	Provider
<a href="#">55003164</a>	<a href="#">5004319</a>	Plan Managed	Plan Flex22 Plan Man02 (430237017)	23/03/2019	24/03/2021	23/03/2020	Inactive	Provider
<a href="#">55003161</a>	<a href="#">5004325</a>	Plan Managed	Plan Flex22 Plan Man02 (430237017)	23/03/2019	24/03/2021	23/03/2020	Inactive	Provider
<a href="#">55003153</a>	Not available	Standard Booking	Plan Flex22 Plan Man02 (430237017)	22/03/2019	24/03/2021	23/03/2020	Inactive	Staff
<a href="#">55003148</a>	Not available	Standard Booking	Plan Flex21 Plan Man01 (430237016)	22/09/2019	23/03/2020	23/03/2020	Inactive	Provider
<a href="#">55003145</a>	<a href="#">5004324</a>	Standard Booking	Plan Flex22 Plan Man02 (430237017)	22/03/2019	24/03/2021	23/03/2020	Inactive	Staff

**Note:** Use the **Next** and **Previous** buttons at the bottom of the screen to navigate forwards and backwards through the lists that have more than 10 entries.

**Note:** You can view the Quote ID of an approved quote and select the hyperlink to navigate you to Quotation screen.

**Tip:** You may need whenever you make a new selection to re-select **Refine Search** (besides the **Search** button) to expand and view the sorting options available on screen.

3. You can search the list of service bookings two ways:

- a. By entering a participant's name or NDIS number, or service booking number; then click the **Search** button.
- b. By selecting from the **Initiated By** or **Status** dropdowns; then click the **Search** button.

**Initiated By** allows you to view and sort the service bookings by the party that initiated the booking — by All, Participant, Provider or Staff.

- **Status** allows you to view and sort the service bookings by:

- Active / Inactive (these are listed in the results separately)
- Awaiting Participant Review
- Awaiting Review
- Change Awaiting Participant Review
- Review Change
- Rejected

**Note:** These are explained below.

Service Booking Status	Definition
<b>Active</b>	The service booking has passed validation and been accepted by the participant and provider. It is currently within the dates where service delivery may occur and can have payment requests made against it.
<b>Inactive</b>	The service booking passed validation and was accepted by both participant and provider, but it has now expired (past the date of service delivery). It can have payment requests made against it if the date of service delivery falls within the original service booking dates.
<b>Awaiting participant review</b>	The participant needs to review the new service booking. <b>Please note:</b> If the participant does not have access to their myplace portal to review the service booking, you should contact the Agency.
<b>Awaiting review</b>	The provider needs to review the service booking and either accept or reject it (refer to <a href="#">Accept or reject a new service booking for further details</a> ).

Service Booking Status	Definition
<b>Review change</b>	The service booking has been modified by the participant or Agency. You need to accept the change to make the service booking active or reject the change to keep the service booking as it was (refer to <a href="#">Accept or reject a new service booking for further details</a> ).
<b>Rejected</b>	Either the participant or provider did not accept updates to the service booking. No payment requests can be made against it.
<b>Change awaiting participant review</b>	The participant needs to review the updated service booking. <b>Please note:</b> if the participant does not have access to their myplace portal to review the service booking, please contact the Agency.

4. You can then sort the list of **Search Results** by the column titles; just make your selection from the options in the **Sort By** drop-down to view all service bookings by:
- Service Booking Number
  - Service Booking Start Date
  - Service Booking End Date
  - Submitted Date
  - Service Booking Status
  - Initiated By.

Home / My Service Booking / Find

**Find**  
 View all your service bookings or search for a specific booking by participant's name NDIS number, status, booking number or quote ID

View Service Booking-Help ?

Find a Participant  ▼ Refine Search Search

**Search Results**

599 Results found Sort By Service Booking Number ▼

Service Booking Number	Quote ID	Service Booking Type	Participant Name (NDIS Number)	Start Date	End Date	Submitted Date	Service Booking Status	Initiated By
<a href="#">55011915</a>	Not available	Standard Booking	Agency Que Quotation (430243588)	17/03/2021	17/04/2021	17/03/2021	Inactive	Provider
<a href="#">55011797</a>	Not available	Plan Managed	Plan Dee Bee Managed Testing (430252861)	11/03/2021	13/03/2021	11/03/2021	Inactive	Provider
<a href="#">55011796</a>	Not available	Plan Managed	Plan Dee Bee Managed Testing (430252861)	11/03/2021	13/03/2021	11/03/2021	Inactive	Provider
<a href="#">55011795</a>	Not available	Standard Booking	Ardath APITestDonotTouch (430249253)	11/03/2021	11/03/2021	11/03/2021	Inactive	Provider

5. Select a **Service Booking Number** to view details of that booking.

Home / My Service Booking / Find

**Find**  
 View all your service bookings or search for a specific booking by participant's name NDIS number, status, booking number or quote ID

View Service Booking-Help ?

Find a Participant  ▼ Refine Search Search

**Search Results**

600 Results found Sort By Service Booking Number ▼

Service Booking Number	Quote ID	Service Booking Type	Participant Name (NDIS Number)	Start Date	End Date	Submitted Date	Service Booking Status	Initiated By
<a href="#">55003161</a>	<a href="#">5004325</a>	Plan Managed	Plan Flex22 Plan Man02 (430237017)	23/03/2019	24/03/2021	23/03/2020	Active	Provider
<a href="#">55003153</a>	Not available	Standard Booking	Plan Flex22 Plan Man02 (430237017)	22/03/2019	24/03/2021	23/03/2020	Active	Staff
<a href="#">55003148</a>	Not available	Standard Booking	Plan Flex21 Plan Man01 (430237016)	22/09/2019	23/03/2020	23/03/2020	Inactive	Provider
<a href="#">55003145</a>	<a href="#">5004324</a>	Standard Booking	Plan Flex22 Plan Man02 (430237017)	22/03/2019	24/03/2021	23/03/2020	Active	Staff
<a href="#">55003143</a>	Not available	Standard Booking	Plan Flex05 Shyam05 (430236992)	22/03/2019	23/09/2019	23/03/2020	Inactive	Provider

## The details of the service booking display.

Home / Service Bookings / Find / View

**View Service Booking Details**  
 Detailed view of the selected service booking

**Service Booking Details**

Participant Name (NDIS Number)	Type	Number	Quote ID	Start Date	End Date	Revised End Date	Total	In-Kind Program	Status
John Citizen (430232627)	Standard Booking	55011475	Not available	25/02/2021	31/08/2021	-	\$129.00	-	Active

**Support Details**

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount (Unit Price)	Remaining Amount
1	Consumables	03_090_0121_1_1	Interpreting And Translating	1	\$129.00	\$129.00

Back
Update End date

**Note:** End dates of service bookings that are about to expire, and that share the same end date as the plan they belong to, will be extended using the 365-day plan auto-extension feature. You will see an alert in the service booking screen to notify you when a service booking has received an extension: “The end date of this service booking has been changed to align with the participant’s plan dates”. You may need to change your service booking in the old plan.

When viewing service bookings within 90 days of an expired plan you will see the following alert:

Alert message displayed	Action
The Service Booking end date has changed to <Service Booking End Date displayed>. Funding within the Service Booking may be reduced after <Date displayed>.	You are encouraged to request payment for services provided to participants within 90 days of service. Payment requests made after 90 days may cause a delay in payment.

When viewing service bookings after 90 days of an expired plan you will see the following alert:

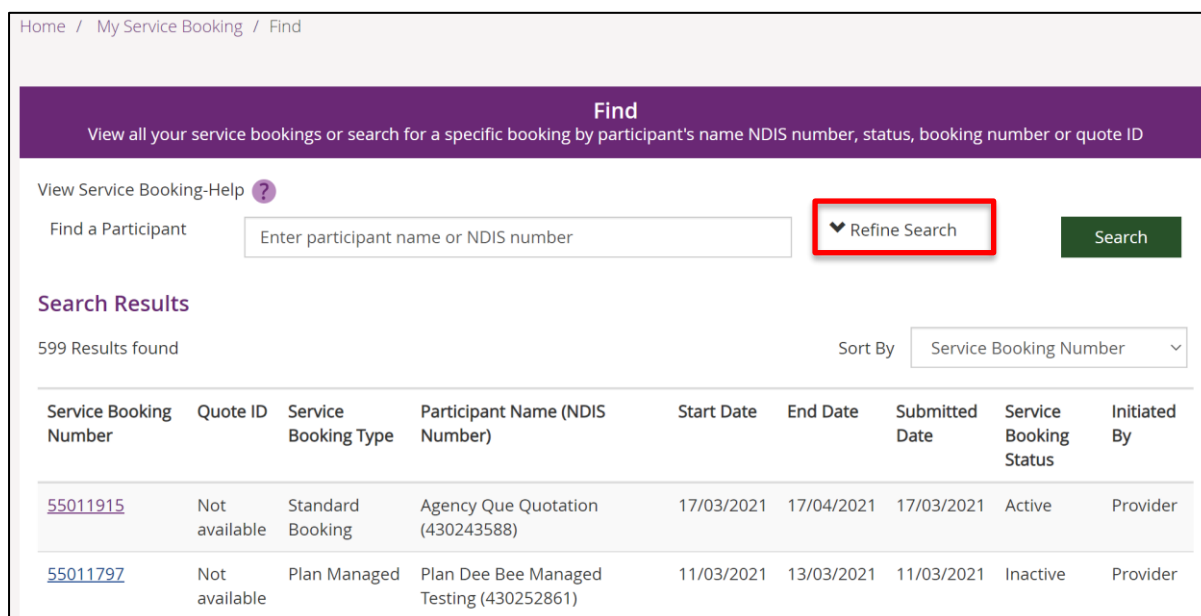
Alert message displayed	Action
The Service Booking end date has changed to <Service Booking End Date displayed>. Funding within the Service Booking may have reduced from <Date displayed>.	Review the service booking details and if you are unable to submit your payment request contact NDIA on 1800 800 110.

6. Select **Back** to return to the previous page.

## Accept or reject a new service booking

New service bookings will have a status of 'Awaiting Review' and will need to be accepted to become active and enable service delivery and payment.

1. Select the **View Service Bookings** tile and expand the **Refine Search** drop-down.



Home / My Service Booking / Find

**Find**  
View all your service bookings or search for a specific booking by participant's name NDIS number, status, booking number or quote ID

View Service Booking-Help ?

Find a Participant  ▼ Refine Search Search

**Search Results**

599 Results found Sort By Service Booking Number ▼

Service Booking Number	Quote ID	Service Booking Type	Participant Name (NDIS Number)	Start Date	End Date	Submitted Date	Service Booking Status	Initiated By
<a href="#">55011915</a>	Not available	Standard Booking	Agency Que Quotation (430243588)	17/03/2021	17/04/2021	17/03/2021	Active	Provider
<a href="#">55011797</a>	Not available	Plan Managed	Plan Dee Bee Managed Testing (430252861)	11/03/2021	13/03/2021	11/03/2021	Inactive	Provider

2. Click on the **Status** drop-down and select **Awaiting Review**; then click the **Search** button to display new service bookings awaiting review.

Home / My Service Booking / Find

**Find**  
 View all your service bookings or search for a specific booking by participant's name NDIS number, status, booking number or quote ID

View Service Booking-Help ?

Find a Participant  Refine Search Search

Booking Number  Status Awaiting Rev ▾

Initiated By  Quote ID Awaiting Review

Include All  
 Active/Inactive  
**Awaiting Review**  
 Awaiting Participant Review  
 Change Awaiting Participant  
 Review Change  
 Rejected

**Search Results**

6 Results found

Service Booking Number	Quote ID	Service Booking Type	Participant Name (NDIS Number)	Start Date	End Date	Review Date	Service Booking Status	Initiated By
<a href="#">55005913</a>	Not available	Standard Booking	GRAEME DAILY ACTIVITY1 (430241149)	24/04/2020	24/04/2021	24/04/2020	Awaiting Review	Staff
<a href="#">50023883</a>	Not available	Standard Booking	Adult Planman3 (430219634)	14/05/2019	01/05/2020	03/06/2019	Awaiting Review	Participant

3. Select a **Service Booking Number** to view details of that booking.

Home / Service Bookings / Find / View

**View Service Booking Details**  
 Detailed view of the selected service booking


**Service Booking Details**

Participant Name (NDIS Number)	Type	Number	Quote ID	Start Date	End Date	Revised End Date	Total	In-Kind Program	Status
GRAEME DAILY ACTIVITY1 (430241149)	Standard Booking	55005913	Not available	24/04/2020	24/04/2021	-	\$511.40	-	Awaiting Review

**Support Details**

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Revised Quantity	Allocated Amount (Unit Price)	Revised Allocated Amount (Unit Price)	Revised Amount	Remaining Amount
1	CB Choice & Control	14_034_0127_8_3	Plan Management - Financial Administration	5	-	\$102.28	-	-	\$511.40

**Record Review Decision**

 Please review the newly created service booking details as displayed above. If you choose to Approve, this service booking, it will come into effect from the Start date.

Decision \* :

Back
Submit

4. Review the service booking. If you decide to accept the service booking, select **Accept** from the **Decision** drop-down under **Record Review Decision** and select **Submit**.

Home / Service Bookings / Find / View

### View Service Booking Details

Detailed view of the selected service booking

#### Service Booking Details

Participant Name (NDIS Number)	Type	Number	Quote ID	Start Date	End Date	Revised End Date	Total	In-Kind Program	Status
GRAEME DAILY ACTIVITY1 (430241149)	Standard Booking	55005913	Not available	24/04/2020	24/04/2021	-	\$511.40	-	Awaiting Review

#### Support Details

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Revised Quantity	Allocated Amount (Unit Price)	Revised Allocated Amount (Unit Price)	Revised Amount	Remaining Amount
1	CB Choice & Control	14_034_0127_8_3	Plan Management - Financial Administration	5	-	\$102.28	-	-	\$511.40

#### Record Review Decision

Please review the newly created service booking details as displayed above. If you choose to Approve, this service booking, it will come into effect from the Start date.

Decision \* :

←

5. If you decide to reject the service booking, select a **Reason for Rejection** and select **Submit**.

Home / Service Bookings / Find / View

### View Service Booking Details

Detailed view of the selected service booking

#### Service Booking Details

Participant Name (NDIS Number)	Type	Number	Quote ID	Start Date	End Date	Revised End Date	Total	In-Kind Program	Status
GRAEME DAILY ACTIVITY1 (430241149)	Standard Booking	55005913	Not available	24/04/2020	24/04/2021	-	\$511.40	-	Awaiting Review

#### Support Details

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Revised Quantity	Allocated Amount (Unit Price)	Revised Allocated Amount (Unit Price)	Revised Amount	Remaining Amount
1	CB Choice & Control	14_034_0127_8_3	Plan Management - Financial Administration	5	-	\$102.28	-	-	\$511.40

#### Record Review Decision

Please review the newly created service booking details as displayed above. If you choose to Approve, this service booking, it will come into effect from the Start date.

Decision \*:

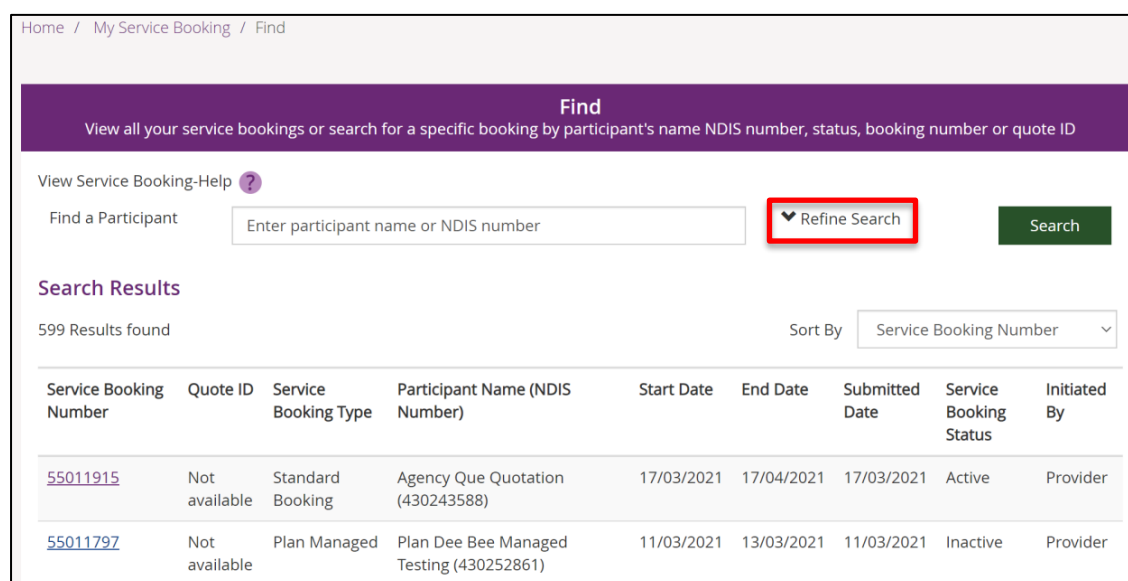
Reason for Rejection \*:

- Change is not acceptable per agreement
- No capacity to fulfil
- Not enough funding committed
- Other
- Service not available

## Accept or reject changes to a service booking

Service bookings that have been modified by the participant or Agency will have a status of 'Review Change'. You can accept the changes to update the service booking or reject the change to keep the service booking as it was previously.

1. Select the **View Service Bookings** tile and expand the **Refine Search** drop-down.



Home / My Service Booking / Find

**Find**  
View all your service bookings or search for a specific booking by participant's name NDIS number, status, booking number or quote ID

View Service Booking-Help ?

Find a Participant  **Refine Search**

**Search Results**  
599 Results found Sort By

Service Booking Number	Quote ID	Service Booking Type	Participant Name (NDIS Number)	Start Date	End Date	Submitted Date	Service Booking Status	Initiated By
<a href="#">55011915</a>	Not available	Standard Booking	Agency Que Quotation (430243588)	17/03/2021	17/04/2021	17/03/2021	Active	Provider
<a href="#">55011797</a>	Not available	Plan Managed	Plan Dee Bee Managed Testing (430252861)	11/03/2021	13/03/2021	11/03/2021	Inactive	Provider

2. Click on the **Status** drop-down and select **Review Change**; then click the **Search** button to display new service bookings requiring review.

Home / My Service Booking / Find

**Find**  
 View all your service bookings or search for a specific booking by participant's name NDIS number, status, booking number or quote ID

View Service Booking-Help ?

Find a Participant  ^ Refine Search Search

Booking Number  Status

Initiated By  Quote ID

**Search Results**

599 Results found

Service Booking Number	Quote ID	Service Booking Type	Participant Name (NDIS Number)	Start Date	End Date	Review Date	Service Booking Status	Initiated By
<a href="#">55011915</a>	Not available	Standard Booking	Agency Que Quotation (430243588)	17/03/2021	17/04/2021	17/03/2021	Active	Provider
<a href="#">55011797</a>	Not available	Plan Managed	Plan Dee Bee Managed Testing (430252861)	11/03/2021	13/03/2021	11/03/2021	Inactive	Provider

3. Select a **Service Booking Number** to view details of that booking. The revised end date, quantity and amount are shown.
4. Review the changes and decide whether to **Accept** or **Reject** the change.

Home / Service Bookings / Find / View

### View Service Booking Details

Detailed view of the selected service booking

---

#### Service Booking Details

Participant Name (NDIS Number)	Type	Number	Quote ID	Start Date	End Date	Revised End Date	Total	In-Kind Program	Status
Test ParticipantNew (430253030)	Plan Managed	55010786	Not available	23/11/2020	23/11/2021	-	\$112.73	-	Review Change

---

#### Support Details

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Revised Quantity	Allocated Amount (Unit Price)	Revised Allocated Amount (Unit Price)	Revised Amount	Remaining Amount
1	Consumables	03_091_0121_1_1	Telephone Or Video Interpreting	1	1	\$112.73	\$100.00	\$100.00	\$112.73

---

### Record Review Decision

Before proceeding with providing a decision please review the Revised Amount, Revised Quantity or the Revised End date columns as displayed above.

Decision \* : Please select

Please select

Accept

Reject

Back
Submit

If you decide to accept the changes to the service booking, select **Accept** and select **Submit**.

Home / Service Bookings / Find / View

### View Service Booking Details

Detailed view of the selected service booking


#### Service Booking Details

Participant Name (NDIS Number)	Type	Number	Quote ID	Start Date	End Date	Revised End Date	Total	In-Kind Program	Status
Test ParticipantNew (430253030)	Plan Managed	55010786	Not available	23/11/2020	23/11/2021	-	\$112.73	-	Review Change

#### Support Details

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Revised Quantity	Allocated Amount (Unit Price)	Revised Allocated Amount (Unit Price)	Revised Amount	Remaining Amount
1	Consumables	03_091_0121_1_1	Telephone Or Video Interpreting	1	1	\$112.73	\$100.00	\$100.00	\$112.73

#### Record Review Decision

 Before proceeding with providing a decision please review the Revised Amount, Revised Quantity or the Revised End date columns as displayed above.

Decision \* :

[Back](#) [Submit](#)

If you decide to reject the changes to service booking, select a **Reason for Rejection** and select **Submit**.

Home / Service Bookings / Find / View

### View Service Booking Details

Detailed view of the selected service booking

#### Service Booking Details

Participant Name (NDIS Number)	Type	Number	Quote ID	Start Date	End Date	Revised End Date	Total	In-Kind Program	Status
Test ParticipantNew (430253030)	Plan Managed	55010786	Not available	23/11/2020	23/11/2021	-	\$112.73	-	Review Change

#### Support Details

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Revised Quantity	Allocated Amount (Unit Price)	Revised Allocated Amount (Unit Price)	Revised Amount	Remaining Amount
1	Consumables	03_091_0121_1_1	Telephone Or Video Interpreting	1	1	\$112.73	\$100.00	\$100.00	\$112.73

#### Record Review Decision

Before proceeding with providing a decision please review the Revised Amount, Revised Quantity or the Revised End date columns as displayed above.

Decision \*:

Reason for Rejection \*:

If you select **Other** as the reason, you will need to provide a **Rejection Explanation** and select **Submit**.

Home / Service Bookings / Find / View

**View Service Booking Details**  
 Detailed view of the selected service booking

### Service Booking Details

Participant Name (NDIS Number)	Type	Number	Quote ID	Start Date	End Date	Revised End Date	Total	In-Kind Program	Status
Test ParticipantNew (430253030)	Plan Managed	55010786	Not available	23/11/2020	23/11/2021	-	\$112.73	-	Review Change

### Support Details

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Revised Quantity	Allocated Amount (Unit Price)	Revised Allocated Amount (Unit Price)	Revised Amount	Remaining Amount
1	Consumables	03_091_0121_1_1	Telephone Or Video Interpreting	1	1	\$112.73	\$100.00	\$100.00	\$112.73

**Record Review Decision**

**i** Before proceeding with providing a decision please review the Revised Amount, Revised Quantity or the Revised End date columns as displayed above.

Decision \* :

Reason for Rejection \* :

Rejection Explanation \* :

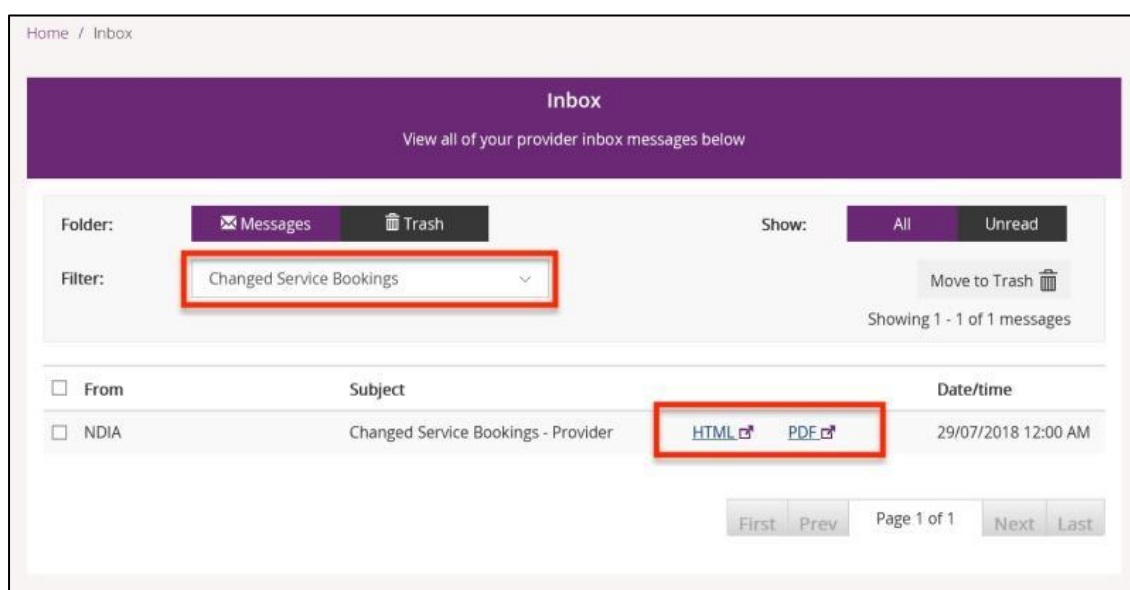
255 characters remaining

Note that explanations will be sent to the participant and may be monitored

Back
Submit

## Service booking changes notification

A daily summary of all changes that have been made during the day is sent automatically to your **Inbox** overnight to help alert you to changes that require attention. Just filter your **Inbox** by 'Changed Service Bookings' and select your preferred format (HTML or PDF) to read the notification.



The notification summary of all service booking changes for all participants will be displayed:

If not delivered: GPO Box 700 Canberra ACT 2601



NDS2LETTERZQ00029138

Reference: **4050003397**

GPO Box 700  
CANBERRA ACT 2601  
**1800 800 110**  
[ndis.gov.au](http://ndis.gov.au)

**100 Smith Street**  
WATSON ACT 2602

29 July 2018

Dear

### **RE: Summary of Service Bookings requiring further action**

The following service bookings have been created or amended and require further action by you:

Please use the myplace portal to review and either accept or reject the change. Note that if the end date has been brought forward, an accrual for pending claims may be added and there can be no further updates to the service booking.

If you have any questions, contact the National Disability Insurance Agency on the details provided below.

Yours Sincerely

National Provider Payments Team  
National Disability Insurance Agency

#### **How to contact the NDIS**

Please remember if you phone us we need to know we are talking to the right person so we will ask for details only you, or a person authorised on your behalf, would know.

- Phone us: call **1800 800 110**
- TTY user: call **1800 555 677** and ask for 1800 800 110
- Speak and Listen (speech-to-speech relay) user: call **1800 555 727** and ask for 1800 800 110
- Internet relay user: visit the [www.relayservice.gov.au](http://www.relayservice.gov.au) and ask for 1800 800 110
- Email: [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)
- More information: [www.ndis.gov.au](http://www.ndis.gov.au)

## Edit support details on a service booking

You may need to amend some of the details on the service booking, such as quantity or allocated amount.

1. Follow the steps outlined under **View Service Bookings** above.
2. In the View Support Booking Details, select **Update Allocation**.

Home / Service Bookings / Find / View

**View Service Booking Details**  
 Detailed view of the selected service booking

**Service Booking Details**

Participant Name (NDIS Number)	Type	Number	Quote ID	Start Date	End Date	Revised End Date	Total	In-Kind Program	Status
Agency Que Quotation (430243588)	Standard Booking	55011915	Not available	17/03/2021	10/05/2021	-	\$50.00	-	Active

**Support Details**

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount (Unit Price)	Remaining Amount
1	CB Daily Activity	-	-	1	\$50.00	\$50.00

Back
Delete
Update Allocation
Update End date

3. Enter the new **Quantity**, **Allocated Amount** and check the **Declaration** to confirm that the service booking reflects what you have discussed and agreed with the participant.

Home / Service Bookings / Find / View / Request Update Allocation

### Update Allocation

Edit the current quantity and allocated amount

#### Service Booking Details

Participant Name (NDIS Number)	Type	Number	Start Date	End Date	Revised End Date	Total	In-Kind Program	Status
Agency Que Quotation (430243588)	Standard Booking	55011915	17/03/2021	10/05/2021	-	\$50.00	-	Active

#### Support Details

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount (Unit Price)	Remaining Amount
1	CB Daily Activity	-	-	<input type="text" value="1"/>	<input type="text" value="\$50.00"/>	\$50.00

\*  I declare that this Service Booking has been discussed with and agreed by the participant.

[Back](#) [Submit](#)

4. Select **Submit**.

## End a service booking

You might need to end a service booking if you are unable to continue to deliver the service, or the participant asks you to stop delivering the service.



### IMPORTANT ACTIONS REGARDING END DATES

When you end the service booking you need to review:

1. All payment requests are up to date.
2. Accrued amounts are enough to cover any outstanding payment requests which you are yet to request payment for (which are yet to be submitted).

1. Follow the steps outlined under **View Service Bookings** above.

Home / Service Bookings / Find / View

**View Service Booking Details**  
Detailed view of the selected service booking

**Service Booking Details**

Participant Name (NDIS Number)	Type	Number	Quote ID	Start Date	End Date	Revised End Date	Total	In-Kind Program	Status
Agency Que Quotation (430243588)	Standard Booking	55011915	Not available	17/03/2021	10/05/2021	-	\$50.00	-	Active

**Support Details**

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount (Unit Price)	Remaining Amount
1	CB Daily Activity	-	-	1	\$50.00	\$50.00

Back
Delete
Update Allocation
Update End date

2. Select **Update End Date**

The Update End date screen displays

3. Complete the following fields:

- At **Service Booking End Date**, enter the end date for the service booking and the reason for the change.

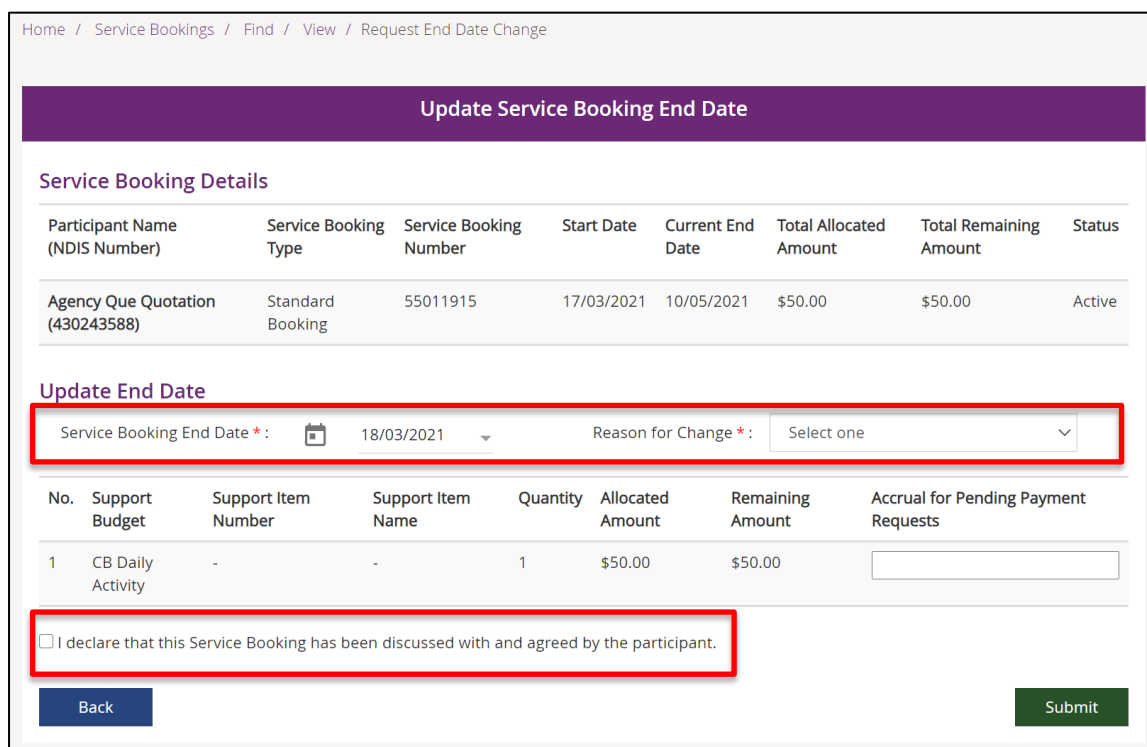
**Note:** If you want to change a service booking end date to today's date, the participant is required to accept the change. You must check the 'declaration' at the bottom of the screen

to indicate that you have discussed the change with the participant and that you are authorised by them to confirm the new end date.

At **Reason for Change**, select from the drop-down list. Some reasons are there to support participant choice, some provider choice, and some both.

- Enter the value of services delivered where a payment request has not yet been submitted at **Accrual for pending payment requests**. This is to ensure sufficient funds are retained against the service booking to pay for all services delivered.
- Tick the box at the **Declaration**. This is a compulsory field and the onus is on you, as the provider, to have discussed and gained consent from the participant to end the service booking.

#### 4. Select **Submit**.



Home / Service Bookings / Find / View / Request End Date Change

### Update Service Booking End Date

**Service Booking Details**

Participant Name (NDIS Number)	Service Booking Type	Service Booking Number	Start Date	Current End Date	Total Allocated Amount	Total Remaining Amount	Status
Agency Que Quotation (430243588)	Standard Booking	55011915	17/03/2021	10/05/2021	\$50.00	\$50.00	Active

**Update End Date**

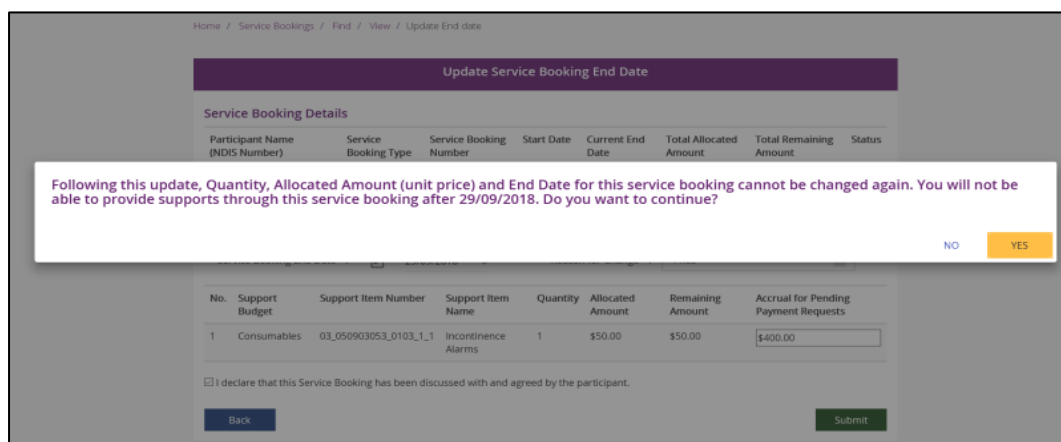
Service Booking End Date \*:  Reason for Change \*:

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount	Remaining Amount	Accrual for Pending Payment Requests
1	CB Daily Activity	-	-	1	\$50.00	\$50.00	<input type="text"/>

I declare that this Service Booking has been discussed with and agreed by the participant.

[Back](#) [Submit](#)

A warning will be displayed that following the update, Quantity, Allocated Amount (Unit Price) and End Date cannot be changed.



Home / Service Bookings / Find / View / Update End date

### Update Service Booking End Date

Service Booking Details

Participant Name (NDIS Number)	Service Booking Type	Service Booking Number	Start Date	Current End Date	Total Allocated Amount	Total Remaining Amount	Status
--------------------------------	----------------------	------------------------	------------	------------------	------------------------	------------------------	--------

Following this update, Quantity, Allocated Amount (unit price) and End Date for this service booking cannot be changed again. You will not be able to provide supports through this service booking after 29/09/2018. Do you want to continue?

NO YES

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount	Remaining Amount	Accrual for Pending Payment Requests
1	Consumables	03_050903053_0103_1_1	Incontinence Alarms	1	\$50.00	\$50.00	\$400.00

I declare that this Service Booking has been discussed with and agreed by the participant.

Back Submit

5. Select **Yes**.

## Delete a service booking

If you have created a service booking in error, you may wish to delete it. Service bookings can be deleted only if:

- There is no payment requested created or saved against it
- There is no accrual against it, and
- No payments made.

1. Follow the steps outlined in the **View Service Bookings** above
2. Find the service booking to delete
3. In the View Service Booking Details, select the **Delete** button.

Home / Service Bookings / Find / View

### View Service Booking Details

Detailed view of the selected service booking

#### Service Booking Details

Participant Name (NDIS Number)	Type	Number	Quote ID	Start Date	End Date	Revised End Date	Total	In-Kind Program	Status
Agency Que Quotation (430243588)	Standard Booking	55011915	Not available	17/03/2021	10/05/2021	-	\$50.00	-	Active

#### Support Details

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount (Unit Price)	Remaining Amount
1	CB Daily Activity	-	-	1	\$50.00	\$50.00

[Back](#)
[Delete](#)
[Update Allocation](#)
[Update End date](#)

A warning will be displayed to confirm that once you delete it, the service booking will be removed from your list of services bookings permanently and you will not be able to provide services or request payment if you proceed.

#### 4. Select **Yes**.

Home / Service Bookings / Find / View

### View Service Booking Details

Detailed view of the selected service booking

#### Service Booking Details

Participant Name (NDIS Number)	Type	Number	Start Date	End Date	Revised End Date	Total	In-Kind Program	Status
CONN (4302)								Active

#### Support Details

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount (Unit Price)	Remaining Amount
1	Consumables	03_050903053_0103_1_1	Incontinence Alarms	1	\$50.00	\$50.00

**Warning:**

You are about to delete this service booking. This will remove it from your list of service bookings permanently. You will not be able to provide services or request payment on this service booking. Do you agree to continue? Choose yes to delete or no to cancel this action.

[NO](#)
[YES](#)

[Back](#)
[Delete](#)
[Update Allocation](#)
[Update End date](#)

An information message confirms that the service booking has been deleted.

✔ Service booking 50015952 has been deleted.

Home / Service Booking / Find

Find

View all your service bookings or search for a specific booking by participant's name NDIS number, status or booking number

View Service Booking-Help ?

Find a Participant

▼ Refine Search

Search

Search Results

562 Results found Sort By Service Booking Number ▼

Service Booking Number	Service Booking Type	Participant Name (NDIS Number)	Start Date	End Date	Submitted Date	Service Booking Status	Initiated By
<a href="#">50015962</a>	Standard Booking	CONNIE COMPLIANCE 002 (430214441)	28/09/2018	28/09/2019	28/09/2018	Active	Staff
<a href="#">50015961</a>	Standard Booking	CONNIE COMPLIANCE 002 (430214441)	28/09/2018	28/09/2019	28/09/2018	Active	Staff

## Payment request

Payment requests were previously known as claims. In this tile you can create and submit payment requests to NDIS. You can also go here to view a history of submitted payment requests.



### IMPORTANT NOTES ABOUT PAYMENT REQUEST

You will need to have provided your bank account details to NDIS before a payment request can be created. Usually, you would have recorded your bank account details in the myplace portal after registering with NDIS (please see Bank Account Details section).

You are encouraged to request payment for services provided to participants within 90 days of service. Payment requests made after 90 days may cause a delay in payment. Service bookings are created to hold/quarantine the funds for which providers can claim through payment requests.

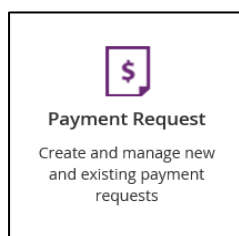
Before submitting a payment request, check your service booking details to ensure: there is sufficient funding, service booking dates are within the plan dates, support category or line item are correct.

Once checked, payment requests can be created and must align with that service booking.

The information entered for the payment request must align with the service booking (i.e. you cannot enter a date that is outside the date range of the service booking)

## Create a payment request

1. Select the **Payment Request** tile on the **myplace** home page.



## 2. Select **Create Payment Request**.

Home / Payment Request

Single payment request will no longer be available for PACE participants. You will need to use the Bulk Payment Request Upload functionality to make a payment request.

### Payment Request

- Create Payment Request**  
Create new payment requests for the services you have provided to a participant
- View Payment Request**  
Search and view all payment requests that you have saved and submitted
- Bulk Payment Request Upload**  
Bulk upload payment request file for all the services provided to all participants.
- Payment Summary**  
Payment Summary

3. Search for the participant you have provided services for. You can search for the participant by their first or last **Name** or **NDIS Reference Number**. Choose how you want to search by selecting the drop-down menu.

Home / Payment Request / Search

### Search Participant

Please search by First Name and Last Name or NDIS Number.

Search by: \* Please select  
Name  
NDIS Number Required fields are marked with an asterisk (\*)

4. Enter the details of the participant for whom you need to submit a payment request and select **Search**. In this example, the participant's NDIS reference number is selected as the search criteria.

Home / Payment Request / Search

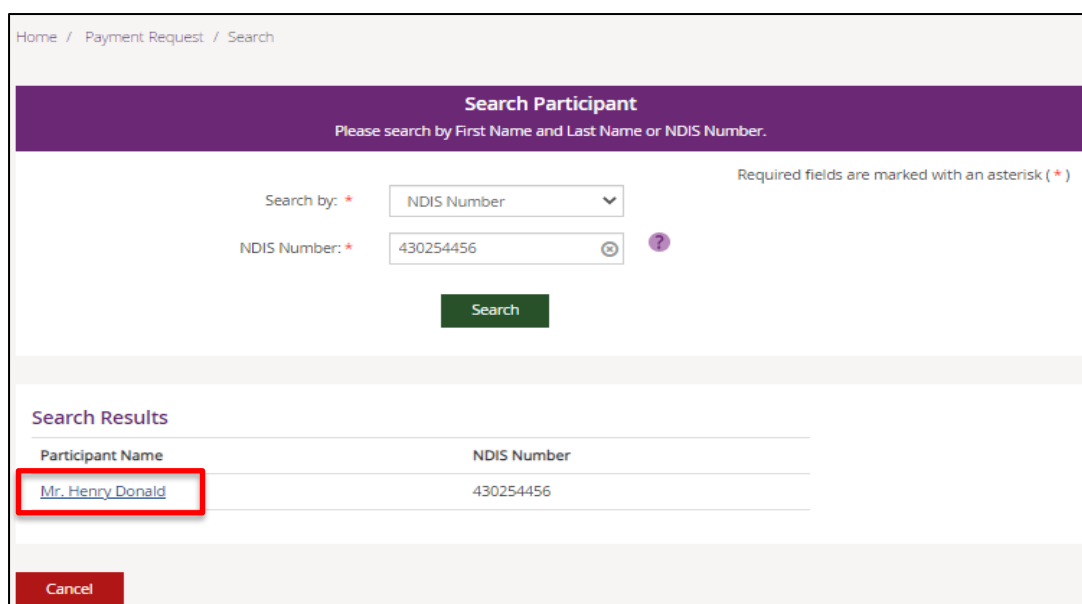
### Search Participant

Please search by First Name and Last Name or NDIS Number.

Search by: \*  Required fields are marked with an asterisk (\*)

NDIS Number: \*  ?

- From the search results, select the relevant participant's name.



Home / Payment Request / Search

### Search Participant

Please search by First Name and Last Name or NDIS Number.

Required fields are marked with an asterisk (\*)

Search by: \*

NDIS Number: \*

#### Search Results

Participant Name	NDIS Number
Mr. Henry Donald	430254456

- The **New Payment Request** window appears. Required fields are marked with a red asterisk (\*).

**Note:** Single payment request is no longer available for PACE Participants. You will need to use the Bulk Upload functionality to make a payment request.

**New Payment Request**  
Submit a new payment request for a support you have recently provided.

**Participant Details**

Participant Name:	Mr. Carter King
NDIS Number:	430257741

**Payment Request Details**

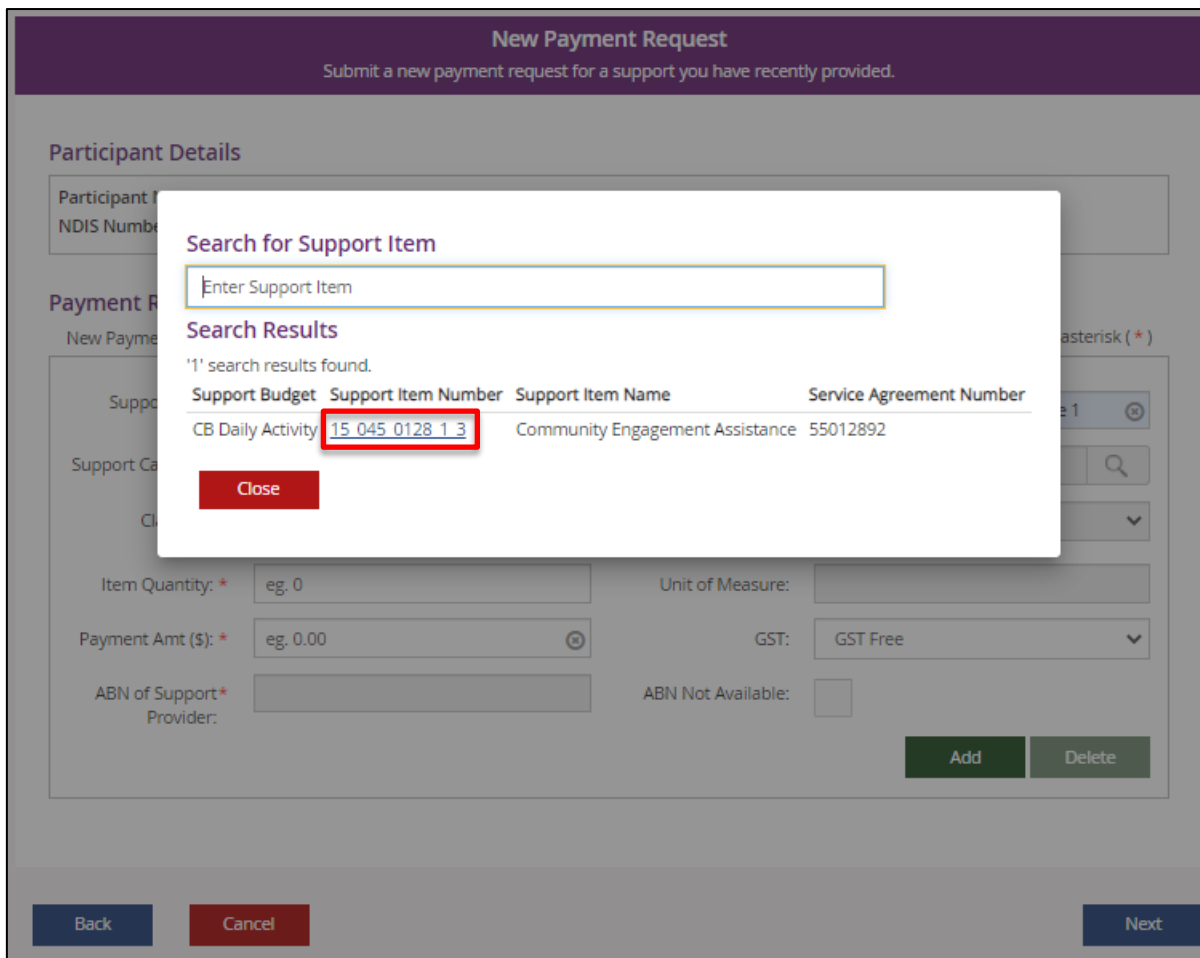
New Payment Request - Help ? Required fields are marked with an asterisk (\*)

✘ Single payment request is no longer available for this PACE Participant. You will need to use the Bulk Payment Request Upload functionality to make a payment request.

Support Start Date: *	07/09/2022	Support End Date: *	DD/MM/YYYY	Invoice Number: *	eg. Up to 50 cl
Support Category: *	<input type="text"/>	Item Number: *	<input type="text"/>	Cancellation Reason:	<input type="text"/>
Claim Type:	<input type="text"/>	Unit of Measure:	<input type="text"/>	GST:	GST Free
Item Quantity: *	eg. 0	ABN of Support Provider:	<input type="text"/>	ABN Not Available:	<input type="checkbox"/>
Payment Amt (\$): *	eg. 0.00	<input type="button" value="Add"/> <input type="button" value="Delete"/>			

7. Complete the **Support Start Date** and **Support End Date** fields.
8. Enter your **Invoice Number** as a reference for your payment request. This invoice number is specific to your invoicing process and is not generated by NDIA.
9. Select a support category from the **Support Category** drop-down.  
**Note SIL providers:** If claiming weekly, select the support category 'Core Daily Activity'.
10. Select the **Item Number** magnifying glass icon to search for the item number. Then select the **Support item number** for the item you wish to submit a payment request for.  
**Note SIL providers:** If claiming weekly, select the weekly claiming **Support item number** specified in the NDIS Support Catalogue 2019-20 or the NDIS Pricing

## Arrangements and Price Limits.



**New Payment Request**  
Submit a new payment request for a support you have recently provided.

**Participant Details**

Participant ID: [ ]  
NDIS Number: [ ]

**Payment Request Details**

New Payment Request ID: [ ]

Support Category: [ ]

Support Code: [ ]

Item Quantity: \* [ eg. 0 ] Unit of Measure: [ ]

Payment Amt (\$): \* [ eg. 0.00 ] GST: [ GST Free ]

ABN of Support Provider: [ ] ABN Not Available: [ ]

[ Add ] [ Delete ]

[ Back ] [ Cancel ] [ Next ]

**Search for Support Item**

Enter Support Item [ ]

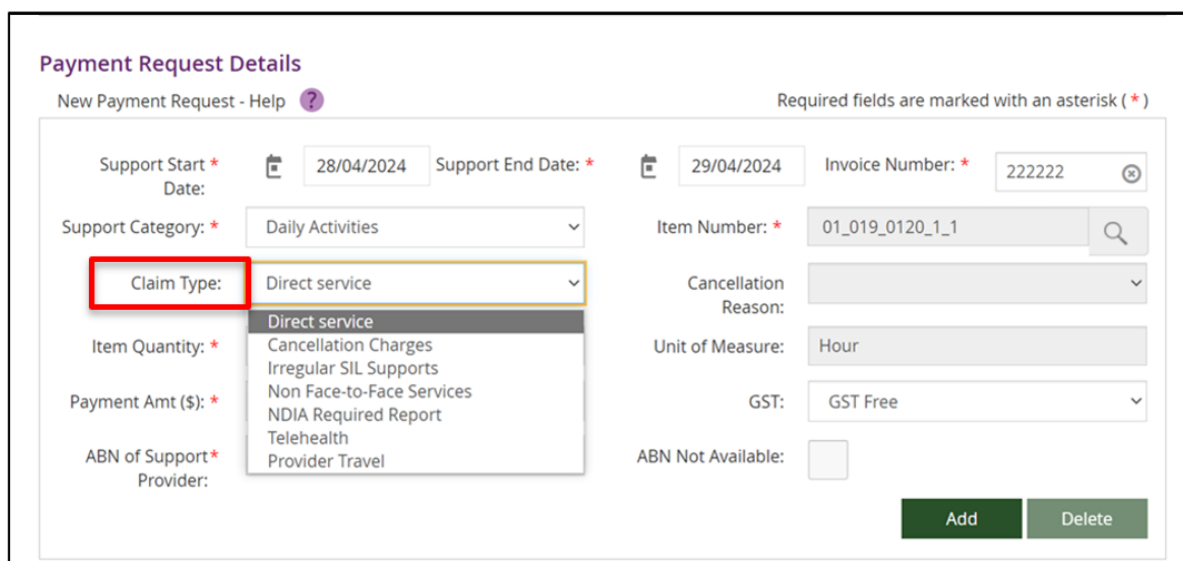
**Search Results**

1 search results found.

Support Budget	Support Item Number	Support Item Name	Service Agreement Number
CB Daily Activity	15_045_0128_1_3	Community Engagement Assistance	55012892

[ Close ]

11. Select the **Claim Type**. Refer to the NDIS Pricing Arrangements and Price Limits for further information on each claim type.



**Payment Request Details**

New Payment Request - Help [ ? ] Required fields are marked with an asterisk (\*)

Support Start Date: \* [ 28/04/2024 ] Support End Date: \* [ 29/04/2024 ] Invoice Number: \* [ 22222 ]

Support Category: \* [ Daily Activities ] Item Number: \* [ 01\_019\_0120\_1\_1 ]

**Claim Type:** [ Direct service ]

Item Quantity: \* [ ] Cancellation Reason: [ ]

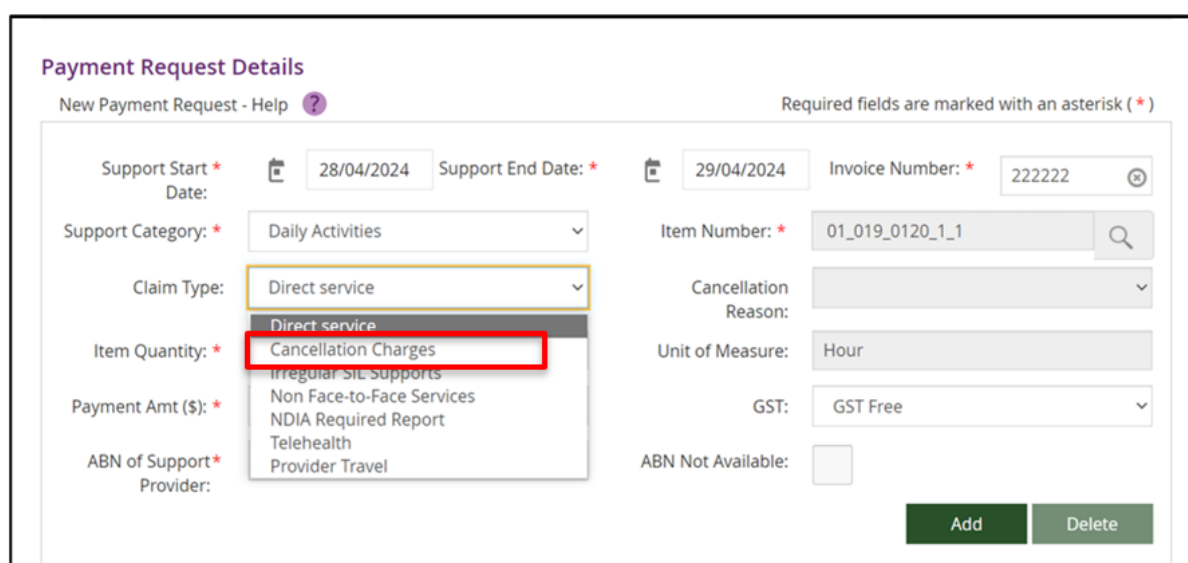
Payment Amt (\$): \* [ ] Unit of Measure: [ Hour ]

ABN of Support Provider: \* [ ] GST: [ GST Free ]

ABN Not Available: [ ]

[ Add ] [ Delete ]

- The 'Assistance in Supported Independent Living - Weekly' claim type should be used when a SIL provider will claim weekly, under the conditions specified in the NDIS Pricing Arrangements and Price Limits.
- The 'Irregular SIL Supports' claim type should be used when a SIL support is provided in unexpected or unplanned circumstances.
- The 'Telehealth' claim field should be used when a support is provided as needed and with agreement from the participant.
- The 'Assistance in Supported Independent Living –Unplanned Exits' claim type should be used when there is an irretrievable breakdown of supports/relationship which requires immediate exit. Refer to SIL Provider Guidance for further details around when this claim type can be used.
- **Note: Assistive Technology and Home Modification providers** should refer to the [Assistive Technology, Home Modifications and Consumables Code Guide](#) on the NDIA [Pricing arrangements | NDIS](#) page for general claiming rules including AT Supplementary Charge codes and claiming for support items where notional unit prices apply.
- The 'Cancellation Charges' claim type should be used when a provider is claiming under the conditions of Short Notice Cancellations as specified in the [NDIS Pricing Arrangements and Price Limits](#).



**Payment Request Details**

New Payment Request - Help ? Required fields are marked with an asterisk (\*)

Support Start Date: 28/04/2024 Support End Date: 29/04/2024 Invoice Number: 222222

Support Category: Daily Activities Item Number: 01\_019\_0120\_1\_1

Claim Type: Direct service Cancellation Reason:

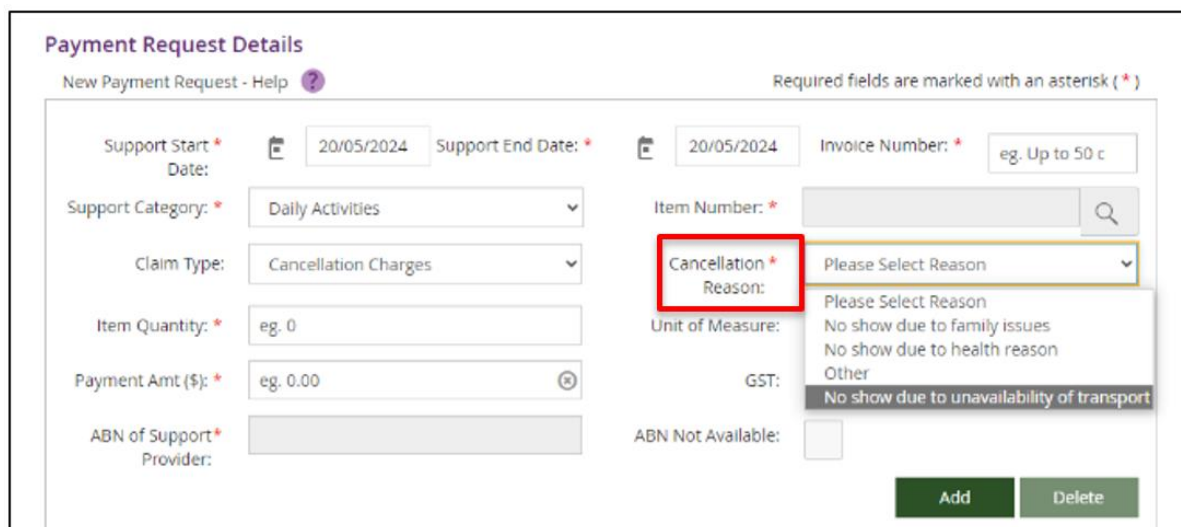
Item Quantity: Cancellation Charges Unit of Measure: Hour

Payment Amt (\$): Irregular SIL Supports GST: GST Free

ABN of Support Provider: Non Face-to-Face Services NDIA Required Report Telehealth Provider Travel ABN Not Available:

Add Delete

12. If the **Claim Type** is 'Cancellation Charges', select the most appropriate cancellation reason.



**Payment Request Details**  
New Payment Request - Help ? Required fields are marked with an asterisk ( \* )

Support Start Date: 20/05/2024 Support End Date: 20/05/2024 Invoice Number: eg. Up to 50 c

Support Category: Daily Activities Item Number: [Search]

Claim Type: Cancellation Charges **Cancellation Reason:** Please Select Reason

Item Quantity: eg. 0 Unit of Measure: No show due to family issues  
No show due to health reason  
Other  
No show due to unavailability of transport

Payment Amt (\$): eg. 0.00 GST: [ ]

ABN of Support Provider: [ ] ABN Not Available: [ ]

[Add] [Delete]

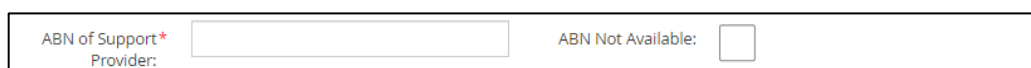
13. Enter your **Item Quantity**. This may be either in line with how many hours or the number of services/support you have provided, consistent with the way you set up the service booking (i.e. if you want to request payment for 1 hour and 45 min you will need to enter 1.75 or if you are requesting payment for one product or service, you will enter 1).

**Note SIL Providers:** If claiming weekly, input the quantity as 1 to reflect 1 week.

14. Complete the **Payment Amount** field. This is the total amount being requested; it is not the unit price amount.

**Note SIL Providers:** If claiming weekly, input the weekly amount.

15. In the **ABN of Support Provider** field, enter the Australian Business Number (ABN) of the provider of the support or service.



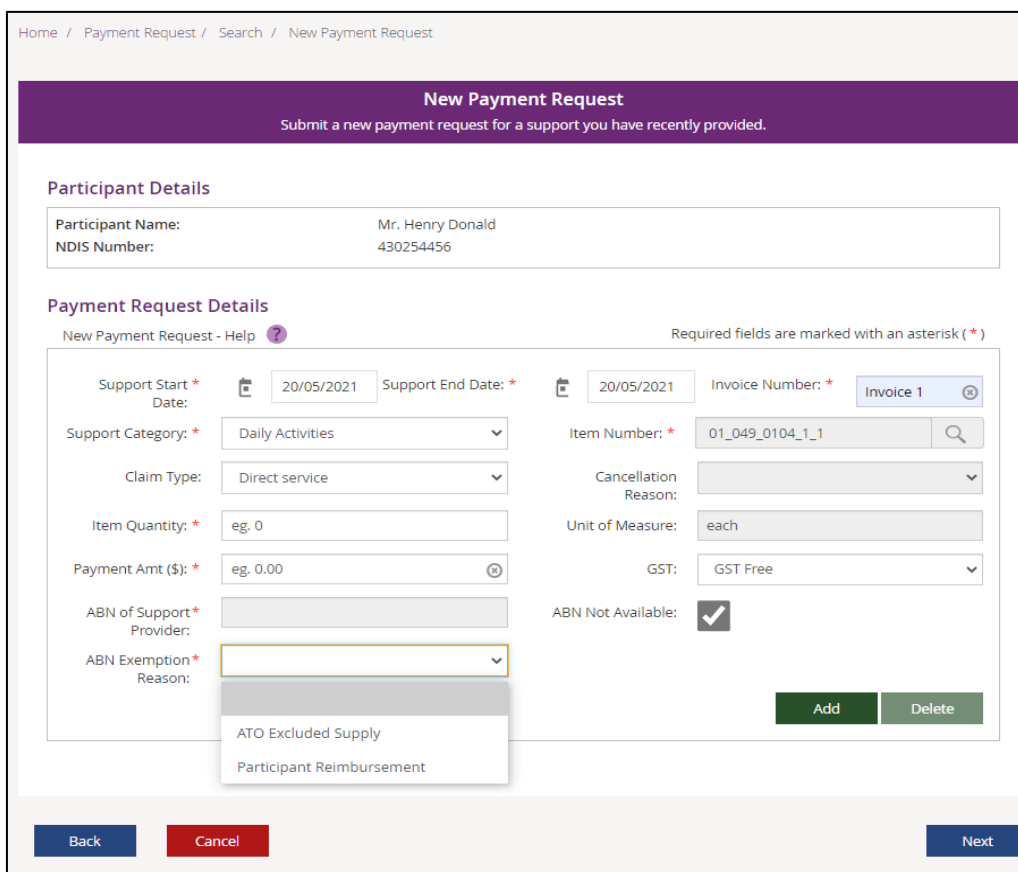
ABN of Support Provider: [ ] ABN Not Available: [ ]

- To be valid, an ABN must have 11 digits. ABNs are required for both registered and unregistered provider payment requests.
- For a plan managed service booking claim you will need to complete the **ABN of Support Provider** field manually.
- If the provider has a valid reason for not providing an ABN, plan managers will have the option to:

Tick the **'ABN Not Available'** checkbox and select either the **'ATO Excluded Supply'** or **'Participant Reimbursement'** in the **'ABN Exemption Reason'** dropdown box for single payments

**Note:** If a supplier is exempt from quoting an ABN under ATO rules (i.e. 'ATO excluded supply'), plan managers must ensure that:

- the supplier provides a completed ATO Statement by a supplier form stating why they are exempt from providing an ABN
- a valid tax invoice is included with all relevant information about the goods or services provided.



Home / Payment Request / Search / New Payment Request

### New Payment Request

Submit a new payment request for a support you have recently provided.

**Participant Details**

Participant Name: Mr. Henry Donald  
NDIS Number: 430254456

**Payment Request Details**

New Payment Request - Help ⓘ Required fields are marked with an asterisk (\*)

Support Start Date: 20/05/2021 Support End Date: 20/05/2021 Invoice Number: Invoice 1

Support Category: Daily Activities Item Number: 01\_049\_0104\_1\_1

Claim Type: Direct service Cancellation Reason:

Item Quantity: eg. 0 Unit of Measure: each

Payment Amt (\$): eg. 0.00 GST: GST Free

ABN of Support Provider: ABN Not Available:

ABN Exemption Reason:   
 ATO Excluded Supply  
 Participant Reimbursement

Add Delete

Back Cancel Next

- If you are making a claim against a standard service booking, the ABN of the registered provider (that is, your ABN) automatically appears and is not editable.

16. If you need to add more items for this participant, select **Add** to enter them.

To delete a line in a payment request, select **Delete**.

Home / Payment Request / Search / New Payment Request

## New Payment Request

Submit a new payment request for a support you have recently provided.

### Participant Details

Participant Name:	Mr. Henry Donald
NDIS Number:	430254456

### Payment Request Details

New Payment Request - Help ? Required fields are marked with an asterisk (\*)

Support Start * Date:	<input type="text" value="31/05/2021"/>	Support End Date: *	<input type="text" value="31/05/2021"/>	Invoice Number: *	<input type="text" value="eg. Up to 50 c"/>
Support Category: *	<input type="text"/>	Item Number: *	<input type="text"/>	Cancellation Reason:	<input type="text"/>
Claim Type:	<input type="text"/>	Unit of Measure:	<input type="text"/>	GST:	<input type="text" value="GST Free"/>
Item Quantity: *	<input type="text" value="eg. 0"/>	ABN of Support Provider:	<input type="text"/>	ABN Not Available:	<input type="checkbox"/>
Payment Amt (\$): *	<input type="text" value="eg. 0.00"/>	<input type="button" value="Delete"/>			

Support Start * Date:	<input type="text" value="DD/MM/YYYY"/>	Support End Date: *	<input type="text" value="DD/MM/YYYY"/>	Invoice Number: *	<input type="text" value="eg. Up to 50 c"/>
Support Category: *	<input type="text"/>	Item Number: *	<input type="text"/>	Cancellation Reason:	<input type="text"/>
Claim Type:	<input type="text"/>	Unit of Measure:	<input type="text"/>	GST:	<input type="text" value="GST Free"/>
Item Quantity: *	<input type="text" value="eg. 0"/>	ABN of Support Provider:	<input type="text"/>	ABN Not Available:	<input type="checkbox"/>
Payment Amt (\$): *	<input type="text" value="eg. 0.00"/>	<input type="button" value="Add"/> <input type="button" value="Delete"/>			

17. Select **Next** to continue to the next step.

18. On the **Review Payment Request** page, check the details of the payment request, including the support dates, claim type and ABN number.

If the payment request details are correct, select the mandatory NDIS Pricing Arrangements and Price Limit text acknowledgements checkbox at the bottom of the screen.

**Review Payment Request**  
 Submit a new payment request for a support you have recently provided.

### Participant Details

Participant Name:	Mr. Henry Donald
NDIS Number:	430254456

### Payment Details

#	Start date of support	End date of support	Support Budget	Support Item Number	Claim Type	Cancellation Reason	Item Quantity	Unit of Measure	Payment Amount	GST	Invoice Number	ABN/ABN Exemption Reason
1	09/11/2021	09/11/2021	CB Daily Activity	15_045_0128_1_3	Direct service		1	Hour	\$1.00	GST Free	Invoice 1	81612420750

### Payment Request Amount Summary

Support Category	Total Claim Amount
CB Daily Activity	\$1.00
<b>Grand Total</b>	<b>\$1.00</b>

\*  I acknowledge this payment request is consistent with the requirements stated within the NDIS Pricing Arrangements and Price Limits.

Back
Cancel
Submit

## 19. Select **Submit**.

- If you need to change any of the payment request details, select **Back**.
- If you do not wish to continue with this payment request, select **Cancel**.
- You will receive a confirmation once your payment request has been submitted.

**Confirmation**  
 Submit a new payment request for a support you have recently provided.

You have successfully submitted your payment requests for processing.

**Claim Details**

Payment Request #	Payment Request Number	Support Category	Item Number	Claim Type	Cancellation Reason	Payment Amount	GST	Status	Reject Reason
1	<a href="#">10597422</a>	CB Daily Activity	15_045_0128_1_3	Direct service		\$1.00	GST Free	Pending Payment	

[View Payment Requests](#)

**Note:** You can view the Payment Request by selecting the hyperlink to navigate to the View Payment Request screen.

## Create a payment request for an Irregular SIL Support

Irregular supports are considered separately from the regular SIL plan value and should be used when a SIL support is provided in unexpected or unplanned circumstances and additional funding to cover the costs is needed.

Participants have separate funding in the SIL plan for irregular supports that can be claimed for each time funding is required.

1. Follow the steps outline under [View Service Bookings](#), pages 65 to 70.
2. Select your Irregular SIL support service booking.

**Find**  
 View all your service bookings or search for a specific booking by participant's name NDIS number, status, booking number or quote ID

View Service Booking-Help ?

Find a Participant  ▼ Refine Search Search

**Search Results**

2,814 Results found Sort By Service Booking Number ▼

Service Booking Number	Quote ID	Service Booking Type	Participant Name (NDIS Number)	Start Date	End Date	Submitted Date	Service Booking Status	Initiated By
<a href="#">55017870</a>	Not available	Standard Booking	Ignatio Testcase6 (430195570)	02/11/2021	02/11/2023	25/11/2021	Active	Provider
<a href="#">55017869</a>	Not available	Standard Booking	Ignatio Testcase6 (430195570)	02/11/2021	02/11/2023	25/11/2021	Active	Provider

Irregular service booking

Regular service booking

The details of the service booking will display.

3. In the **View Support Booking Details**, select **Update Allocation**.

**View Service Booking Details**  
 Detailed view of the selected service booking

**Service Booking Details**

Participant Name (NDIS Number)	Type	Number	Quote ID	Start Date	End Date	Revised End Date	Total	In-Kind Program	Status
Ignatio Testcase6 (430195570)	Standard Booking	55017870	Not available	02/11/2021	02/11/2023	-	\$4,000.00	-	Active

**Support Details**

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount (Unit Price)	Remaining Amount
1	Daily Activities	01_819_0115_1_1	Funding for Irregular SIL supports	4,000	\$1.00	\$4,000.00

Back
Delete
Update Allocation
Update End date

4. Reduce the **Quantity** by the amount of additional funding required. Check the **Declaration** to confirm that the service booking reflects what you have discussed and agreed with the participant.

**Update Allocation**  
 Edit the current quantity and allocated amount

### Service Booking Details

Participant Name (NDIS Number)	Type	Number	Start Date	End Date	Revised End Date	Total	In-Kind Program	Status
Ignatio Testcase6 (430195570)	Standard Booking	55017870	02/11/2021	02/11/2023	-	\$4,000.00	-	Active

### Support Details

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount (Unit Price)	Remaining Amount
1	Daily Activities	01_819_0115_1_1	Funding for Irregular SIL supports	<input style="border: 2px solid red;" type="text" value="3500"/>	<input type="text" value="\$1.00"/>	\$4,000.00

\*  I declare that this Service Booking has been discussed with and agreed by the participant.

[Back](#)
[Submit](#)

## 5. Select Submit.

Your details have been updated successfully.

Home / Service Bookings / Find / View

**View Service Booking Details**  
 Detailed view of the selected service booking

### Service Booking Details

Participant Name (NDIS Number)	Type	Number	Quote ID	Start Date	End Date	Revised End Date	Total	In-Kind Program	Status
Ignatio Testcase6 (430195570)	Standard Booking	55017870	Not available	02/11/2021	02/11/2023	-	\$3,500.00	-	Active

### Support Details

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount (Unit Price)	Remaining Amount
1	Daily Activities	01_819_0115_1_1	Funding for Irregular SIL supports	3,500	\$1.00	\$3,500.00

[Back](#)

[Delete](#)
[Update Allocation](#)
[Update End date](#)

**Note:** You will notice that **Remaining Amount** has been reduced.

6. Return to the [View Service Bookings](#), pages 65 to 70

7. Select your Regular SIL support service booking

**Find**  
 View all your service bookings or search for a specific booking by participant's name NDIS number, status, booking number or quote ID

View Service Booking-Help ?

Find a Participant  ▼ Refine Search Search

**Search Results**

2,814 Results found Sort By Service Booking Number ▼

Service Booking Number	Quote ID	Service Booking Type	Participant Name (NDIS Number)	Start Date	End Date	Submitted Date	Service Booking Status	Initiated By
<a href="#">55017870</a>	Not available	Standard Booking	Ignatio Testcase6 (430195570)	02/11/2021	02/11/2023	25/11/2021	Active	Provider
<a href="#">55017869</a>	Not available	Standard Booking	Ignatio Testcase6 (430195570)	02/11/2021	02/11/2023	25/11/2021	Active	Provider

Irregular service booking

Regular service booking

The details of the service booking will display.

8. In the [View Support Booking Details](#), select **Update Allocation**.

**View Service Booking Details**  
 Detailed view of the selected service booking

**Service Booking Details**

Participant Name (NDIS Number)	Type	Number	Quote ID	Start Date	End Date	Revised End Date	Total	In-Kind Program	Status
Ignatio Testcase6 (430195570)	Standard Booking	55017869	Not available	02/11/2021	02/11/2023	-	\$40,000.00	-	Active

**Support Details**

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount (Unit Price)	Remaining Amount
1	Daily Activities	-	-	1	\$40,000.00	\$40,000.00

Back
Delete
Update Allocation
Update End date

9. Increase the value of the **Allocated Amount** by the amount taken from the irregular service booking. Check the **Declaration** to confirm that the service booking reflects what you have discussed and agreed with the participant

**Update Allocation**  
 Edit the current quantity and allocated amount

**Service Booking Details**

Participant Name (NDIS Number)	Type	Number	Start Date	End Date	Revised End Date	Total	In-Kind Program	Status
Ignatio Testcase6 (430195570)	Standard Booking	55017869	02/11/2021	02/11/2023	-	\$40,000.00	-	Active

**Support Details**

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount (Unit Price)	Remaining Amount
1	Daily Activities	-	-	<input type="text" value="1"/>	<input type="text" value="\$40,500.00"/>	\$40,000.00

\*  I declare that this Service Booking has been discussed with and agreed by the participant.

Back
Submit

## 10. Select **Submit**

✓ Your details have been updated successfully.

Home / Service Bookings / Find / View

**View Service Booking Details**  
 Detailed view of the selected service booking

**Service Booking Details**

Participant Name (NDIS Number)	Type	Number	Quote ID	Start Date	End Date	Revised End Date	Total	In-Kind Program	Status
Ignatio Testcase6 (430195570)	Standard Booking	55017869	Not available	02/11/2021	02/11/2023	-	\$40,500.00	-	Active

**Support Details**

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount (Unit Price)	Remaining Amount
1	Daily Activities	-	-	1	\$40,500.00	\$40,500.00

Back
Delete
Update Allocation
Update End date

**Note:** You will notice that **Remaining Amount** has been increased.

11. Create a new payment request following the steps in [Create a payment request](#), pages 88 to 96.

**Note:** The claim type should be 'Irregular SIL Supports'.

### New Payment Request

Submit a new payment request for a support you have recently provided.

#### Participant Details

Participant Name:	Mr. Ignatio Testcase6
NDIS Number:	430195570

#### Payment Request Details

New Payment Request - Help ? Required fields are marked with an asterisk (\*)

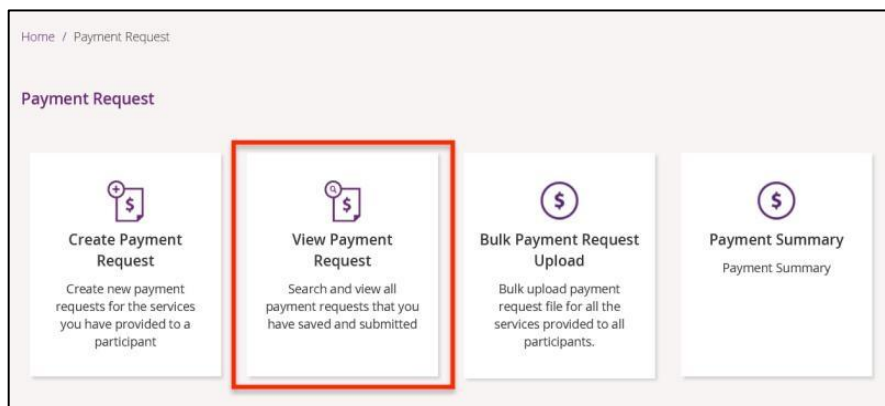
Support Start Date: *	02/11/2021	Support End Date: *	02/11/2021	Invoice Number: *	Invoice 1
Support Category: *	Daily Activities	Item Number: *	01_801_0115_1_1	Cancellation Reason:	
Claim Type: *	Irregular SIL Supports	Unit of Measure:	Hour	GST:	GST Free
Item Quantity: *	10	ABN of Support Provider: *	36145575195	ABN Not Available:	<input type="checkbox"/>
Payment Amt (\$): *	500.00				

## View payment request

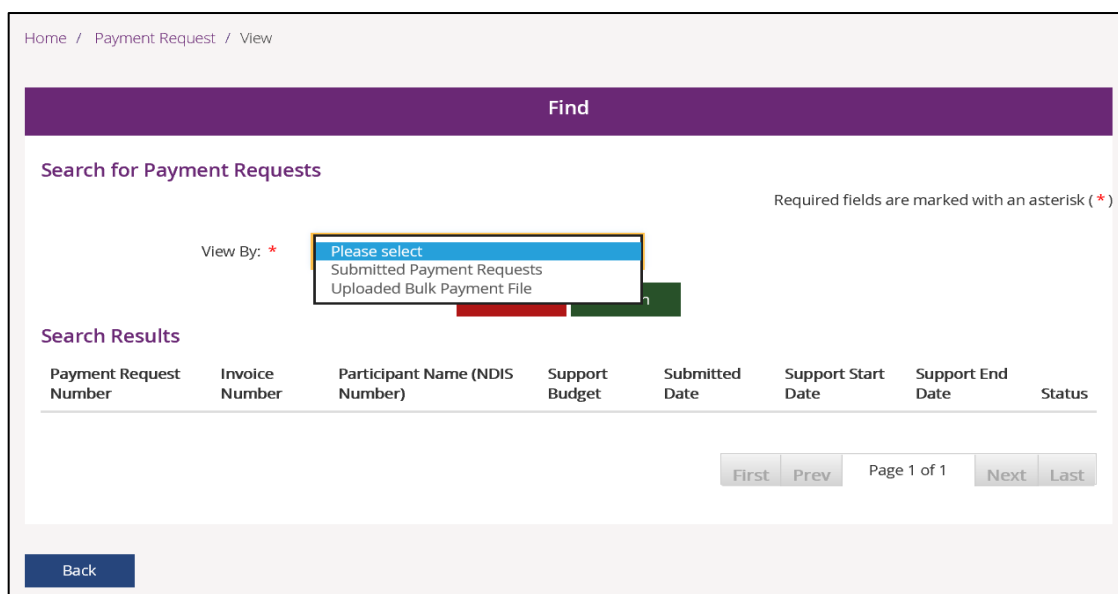
You can view a history of submitted payment requests. You can view by submitted payment requests or bulk upload files.

## Submitted payment requests

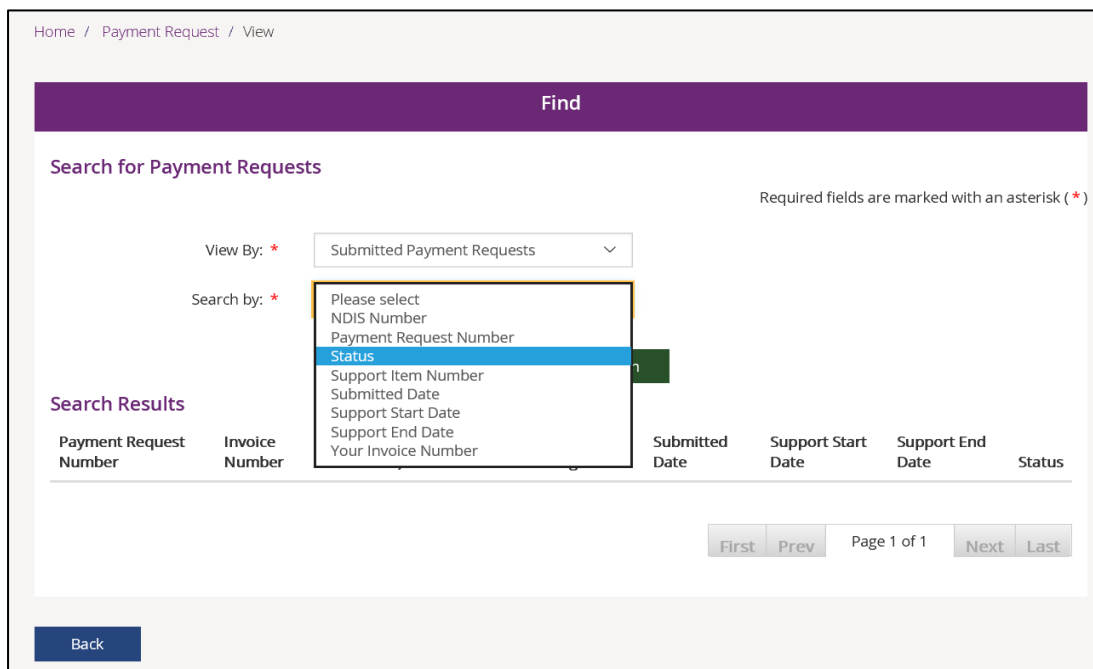
1. Select **View Payment Request** on the **Payment Request** page.



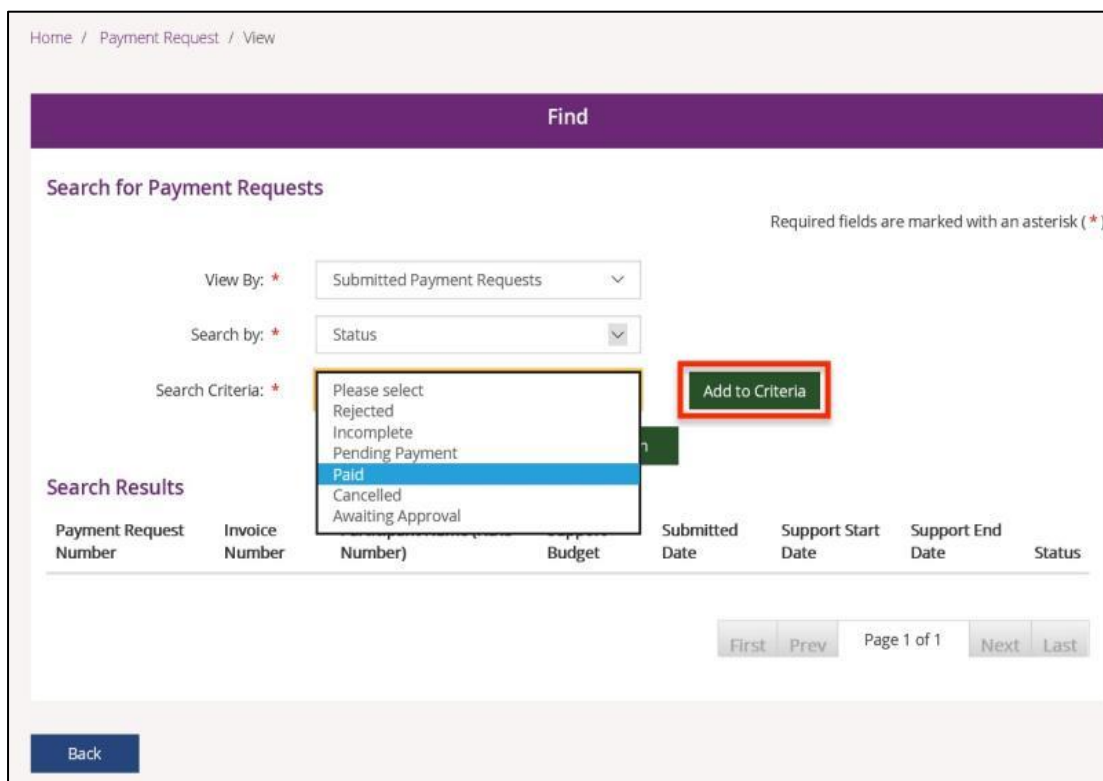
2. At **View By**, select **Submitted Payments Request** from the drop-down list.



3. Select the **Search by** drop-down and select the desired search criterion.



4. Enter your search criterion and select **Add to Criteria**. You can add multiple search criteria.



5. You can search by various criteria - rejected, incomplete, pending payment, paid, cancelled, or awaiting approval. Select **Add to Criteria** to add more criteria to your search.

- Once you have entered all your criteria, select **Search**. Your search results display.
- Select the **Payment Request Number** to open details of that payment request.

Home / Payment Request / View

Find

**Search for Payment Requests** Required fields are marked with an asterisk (\*)

View By: \*

Selected Search Criteria  
 NDIS Number = 430254456  
[remove this criteria](#)

Reset
Search

8 Results found

Payment Request Number	Invoice Number	Participant Name (NDIS Number)	Support Budget	Submitted Date	Support Start Date	Support End Date	Status
<a href="#">10581442</a>	12345	Henry Donald (430254456)	Assistive technology	28/05/2021	26/05/2021	26/05/2021	Pending Payment
<a href="#">10581433</a>	123456	Henry Donald (430254456)	CB Daily Activity	27/05/2021	21/05/2021	21/05/2021	Rejected
<a href="#">10581434</a>	123456	Henry Donald (430254456)	CB Daily Activity	27/05/2021	21/05/2021	21/05/2021	Paid
<a href="#">10581176</a>	Invoice 1	Henry Donald (430254456)	Assistive technology	24/05/2021	21/05/2021	21/05/2021	Paid
<a href="#">10581178</a>		Henry Donald (430254456)	CB Choice and Control	24/05/2021	20/05/2021	20/05/2021	Paid
<a href="#">10581179</a>		Henry Donald (430254456)	Assistive technology	24/05/2021	20/05/2021	20/05/2021	Paid
<a href="#">10581180</a>		Henry Donald (430254456)	Consumables	24/05/2021	20/05/2021	20/05/2021	Paid
<a href="#">10581181</a>		Henry Donald (430254456)	Initial Supports	24/05/2021	20/05/2021	20/05/2021	Paid

First Prev Page 1 of 1 Next Last

[Back](#)

The table below explains what the different status criteria mean.

Payment Request Status	Definition
<b>Paid</b>	Payment has been approved and payment issued.
<b>Incomplete</b>	The payment request needs to be updated as it is incomplete.
<b>Pending Payment</b>	Payment is yet to be finalised.
<b>Cancelled</b>	The request has been cancelled.
<b>Deleted</b>	The request has been deleted.
<b>Awaiting Approval</b>	Approval required from the Agency.
<b>Rejected</b>	The payment was not processed and will not be visible to the user.
<b>Open</b>	The payment request is waiting for validation from the participant.

**Note:** You will not be able to view the participant's name when a claim has a Rejected or Open status.

- When the details of the payment request display, select **Back** to return to the previous page.

Home / Payment Request / View / View Payment Request Details

## Payment Request Details

### Payment Request Summary

Help on this ?

Bulk File Reference: -

Participant Name (NDIS Number)	Payment Request Number	Payment Amount	Invoice Number	Status
Henry Donald (430254456)	10581442	\$20.00	12345	Pending Payment

#### Support Details

Start Date: 26/05/2021  
 End Date: 26/05/2021  
 Category: Assistive technology  
 Item Number: 05\_220627230\_0122\_1\_2  
 Item Description: Music Devices  
 Claim Type: Direct service  
 Cancellation Reason:  
 Submitted Amount: 20.00  
 Quantity: 1.00  
 GST: GST Free

#### Other Details

Plan ID: 1042353  
 Service Booking Number: 55012983  
 In-Kind Program:  
 Submitted on: 28/05/2021  
 Submitted By: GRAHAM BARRS  
 Reject Reason:  
 Paid on:  
 ABN of Support Provider: 81612420750  
 ABN Not Available: No  
 ABN Exemption Reason:

Back
Cancel Payment

## Uploaded bulk payment files

Further details on how to do this can be found in the [Bulk payment request self-help guide](#) on the [NDIS website](#).

## Cancel payment request

If you make a mistake with a payment request, you can cancel the request if it has a status of **Pending payment** or **Paid**. After the request is cancelled, you can enter a correct payment request if needed.

**Note:** You must be an account manager or primary contact to cancel payments.

If you cancel a payment request with a status of **Pending payment** (i.e. we have not yet paid you that amount) the payment request will not be processed.

If you cancel a payment request with a status of **Paid** (i.e. we have paid you that amount and you consider it to have been paid incorrectly), we will:

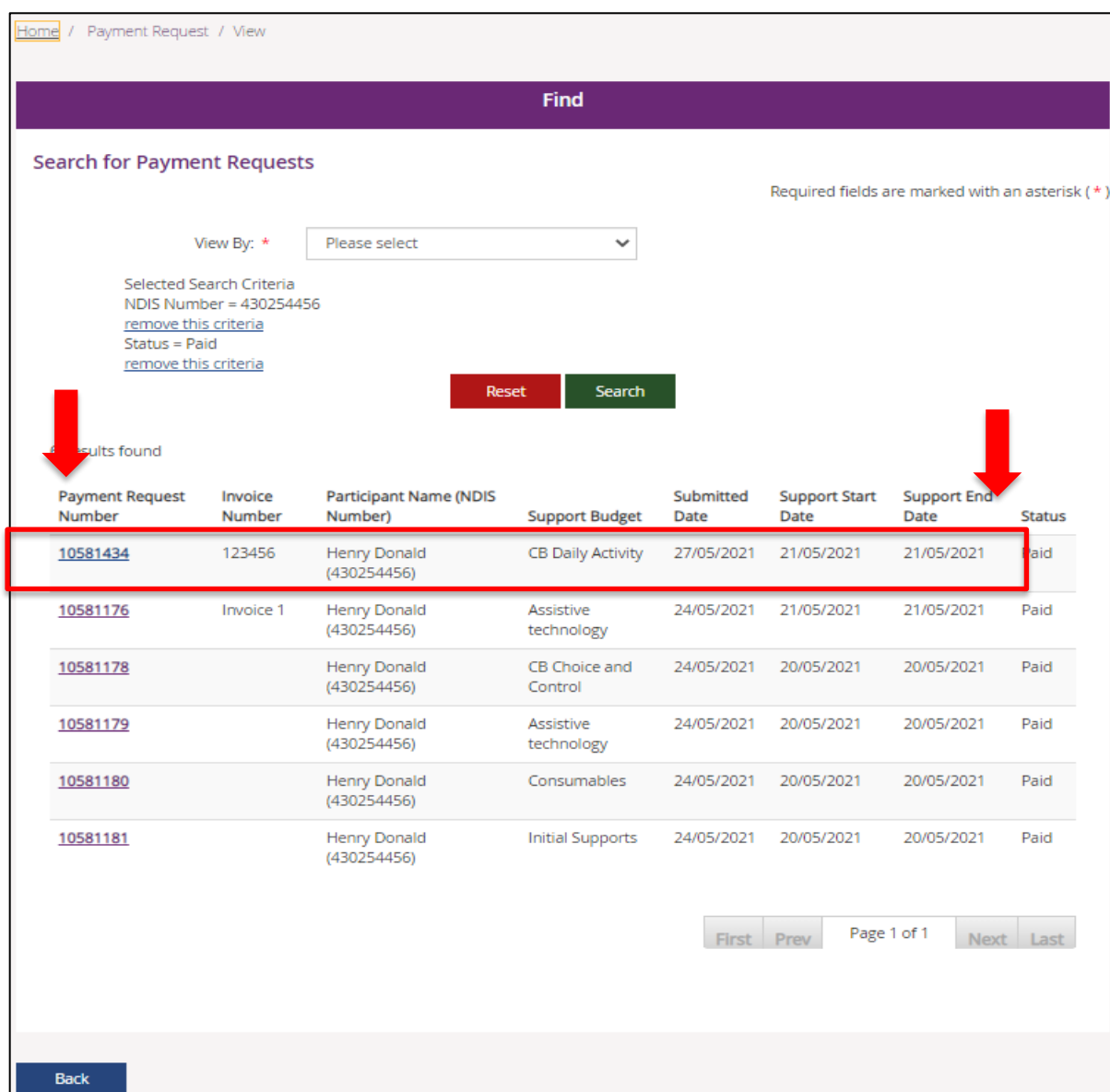
- Offset your future payment requests against the cancelled amount. or

- You may contact our National Contact Centre to pay back the debt directly

You can cancel any payment request in your payment history with a status of **Paid**.

**Note:** If we apply an offset, you will not receive any further payments until you have submitted payment requests which in total, equal the cancelled amount.

**Note:** If you wish to return a payment that you have received after cancelling the payment request, please contact us on 1800 800 110.



Home / Payment Request / View

### Find

#### Search for Payment Requests

Required fields are marked with an asterisk ( \* )

View By: \*

Selected Search Criteria  
NDIS Number = 430254456  
[remove this criteria](#)  
Status = Paid  
[remove this criteria](#)

6 Results found

Payment Request Number	Invoice Number	Participant Name (NDIS Number)	Support Budget	Submitted Date	Support Start Date	Support End Date	Status
<a href="#">10581434</a>	123456	Henry Donald (430254456)	CB Daily Activity	27/05/2021	21/05/2021	21/05/2021	Paid
<a href="#">10581176</a>	Invoice 1	Henry Donald (430254456)	Assistive technology	24/05/2021	21/05/2021	21/05/2021	Paid
<a href="#">10581178</a>		Henry Donald (430254456)	CB Choice and Control	24/05/2021	20/05/2021	20/05/2021	Paid
<a href="#">10581179</a>		Henry Donald (430254456)	Assistive technology	24/05/2021	20/05/2021	20/05/2021	Paid
<a href="#">10581180</a>		Henry Donald (430254456)	Consumables	24/05/2021	20/05/2021	20/05/2021	Paid
<a href="#">10581181</a>		Henry Donald (430254456)	Initial Supports	24/05/2021	20/05/2021	20/05/2021	Paid

First Prev Page 1 of 1 Next Last

1. Select the **Payment Request Number** link to display the **Payment Request Details**.

**Note:** Only payments that have the status of **Paid** or **Pending Payment** can be cancelled.

Home / Payment Request / View / View Payment Request Details

## Payment Request Details

### Payment Request Summary

Help on this ?

Bulk File Reference: -

Participant Name (NDIS Number)	Payment Request Number	Payment Amount	Invoice Number	Status
Henry Donald (430254456)	10581434	\$25.00	123456	Paid

#### Support Details

Start Date: 21/05/2021

End Date: 21/05/2021

Category: CB Daily Activity

Item Number: 15\_045\_0128\_1\_3

Item Description: Community Engagement Assistance

Claim Type: Direct service

Cancellation Reason:

Submitted Amount: 25.00

Quantity: 1.00

GST: GST Free

#### Other Details

Plan ID: 1042353

Service Booking Number: 55012892

In-Kind Program:

Submitted on: 27/05/2021

Submitted By: GRAHAM BARRS

Reject Reason:

Paid on: 28/05/2021

ABN of Support Provider:

ABN Not Available: Yes

ABN Exemption Reason: ATO Excluded Supply

Back
Cancel Payment

## 2. Select **Cancel Payment**.

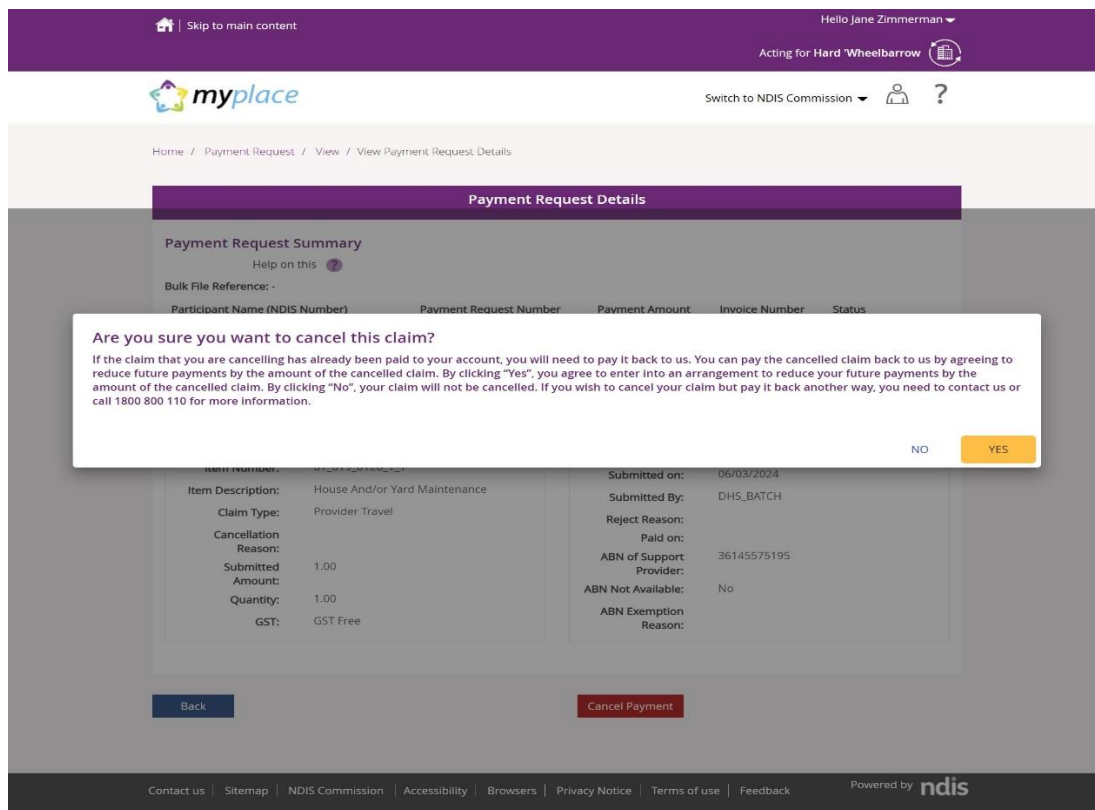
A message displays asking, **“Are you sure you want to cancel this claim?”**

*If the claim that you are cancelling has already been paid to your account, you will need to pay it back to us. You can pay the cancelled claim back to us by agreeing to reduce future payments by the amount of the cancelled claim.*

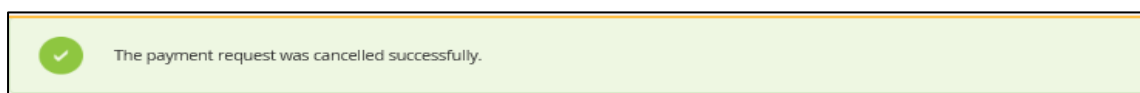
*By clicking "Yes", you agree to enter into an arrangement to reduce your future payments by the amount of the cancelled claim.*

*By clicking "No", your claim will not be cancelled. If you wish to cancel your claim but pay it back another way, you need to contact us or call 1800 800 110 for more information”*

## 3. Select **Yes**.



- The following message displays. If you search again for the payment request you will see it now has a status of **Cancelled**.



## Recipient Created Tax Invoices (RCTI)

These are generated for each payment request or bulk upload. To make reconciliation simpler, all invoices for the same day are batched together.

Additionally, there is an ability to download RCTIs in PDF and Excel format.

## Bulk payment request upload

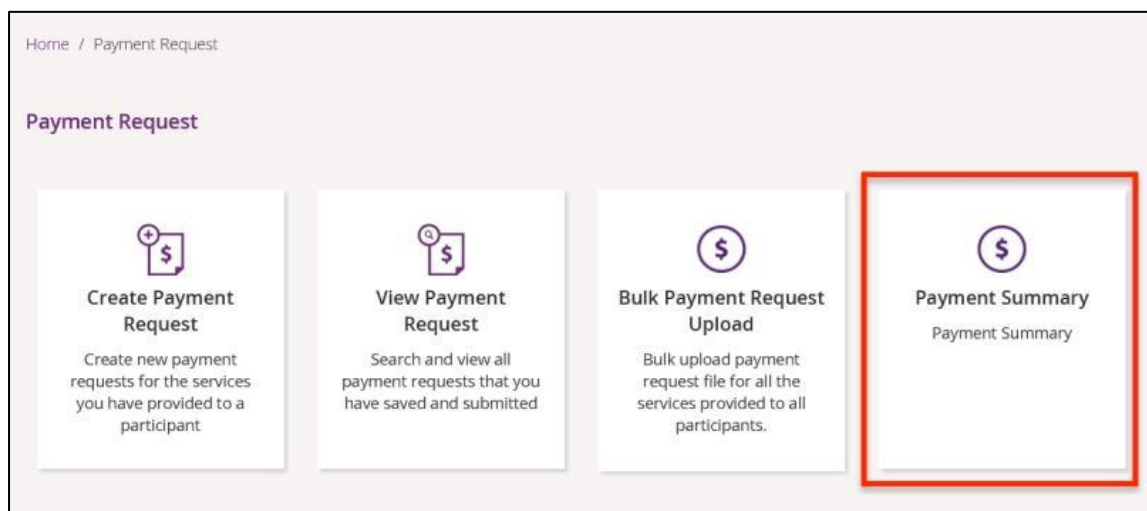
You can upload payment requests in bulk. The payment requests can be uploaded in either .csv or .xml file formats. Use the current version of the bulk upload template available on the [myplace](#) portal.

Further details on how to do this can be found in the [Bulk payment request self-help guide](#) on the [NDIS website](#).

## Payment summary

You can view a summary of the payment requests and advance payments through [Payment Summary](#). The payment requests summary can be up to a 30-day period and includes cleared (received) payments, pending payments, rejected payments and bulk upload file payments.

1. Select [Payment Summary](#) on the [Payment Request](#) page.



2. Enter the [From Date](#) and [To Date](#) of the summary (up to a 30-day period).

**Note:** This is the date that the payment was requested.

**Note:** You can view you Pending Payment Request, Advance Summary and Advance Recovery Instalment Plan by selecting [Open Section](#).

3. Select [Find Summary](#).

Home / Payment Request / Payment Summary

### Payment Summary

Below is your account summary

- Pending Payment Requests  
*Pending Total: -\$3,905.08* Open Section
- Advance Summary Open Section
- Advance Recovery Instalment Plan Open Section

### Payment Summary Search

Search for previous payments by entering dates below for up to a 30 day period

Required fields are marked with an asterisk ( \* )

From Date: \*

To Date:

4. Select **Open Section** to view the summary details.


### Payment Summary Search

Search for previous payments by entering dates below for up to a 30 day period

Required fields are marked with an asterisk ( \* )

From Date: \*

To Date:

- Paid Payment Requests  
*Paid Total: \$19,959.85* Open Section 
- Rejected Payment Requests  
*Rejected Count: 43* Open Section
- Incorrect Bulk File Records  
*Incorrect Count: 123* Open Section

5. Select **Rightwards Arrow** to view each Payment Run Date payment summary

Home / Payment Request / Payment Summary

### Payment Summary

Below is your account summary

- Pending Payment Requests** Open Section  
*Pending Total: -\$3,905.08*
- Advance Summary** Open Section
- Advance Recovery Instalment Plan** Open Section

### Payment Summary Search

Search for previous payments by entering dates below for up to a 30 day period

Required fields are marked with an asterisk ( \* )

From Date: \*

To Date:

[Find Summary](#)

### Paid Payment Requests

*Paid Total: \$19,959.85* Close Section

	Payment Run Date	Bank Payment Reference	Total Amount
<input type="checkbox"/>	20/01/2022	007700000937	\$19,423.95
<input type="checkbox"/>	20/01/2022	007100000977	\$60.00
<input type="checkbox"/>	20/01/2022	004200001621	\$475.90

Page 1 of 1

- Rejected Payment Requests** Open Section  
*Rejected Count: 43*
- Incorrect Bulk File Records** Open Section  
*Incorrect Count: 123*

[Back](#)

## 6. Select **Download Results**

### Payment Summary Search

Search for previous payments by entering dates below for up to a 30 day period

Required fields are marked with an asterisk (\*)

From Date: \*  
 To Date:

---

**Paid Payment Requests** ↕ Close Section

*Paid Total: \$19,959.85*

Payment Run Date	Bank Payment Reference				Total Amount
20/01/2022	00770000937				\$19,423.95
Paid On	Payment Request Number	Participant Name	Description	Amount	
▶ 21/01/2022	10603384	Covid 19 Vaccine Reimbursement (430256091)	Daily Activities	\$12.50	
▶ 21/01/2022	10603383	Covid 19 Vaccine Reimbursement (430256091)	Daily Activities	\$12.50	
▶ 21/01/2022	10603382	Covid 19 Vaccine Reimbursement (430256091)	Daily Activities	\$12.50	
▶ 21/01/2022	10603381	Covid 19 Vaccine Reimbursement (430256091)	Daily Activities	\$12.50	
▶ 21/01/2022	10603380	Covid 19 Vaccine Reimbursement (430256091)	Daily Activities	\$12.50	
▶ 21/01/2022	10603375	Covid 19 Vaccine Reimbursement (430256091)	Daily Activities	\$12.50	
▶ 21/01/2022	10603376	Covid 19 Vaccine Reimbursement (430256091)	Daily Activities	\$12.50	
▶ 21/01/2022	10603377	Covid 19 Vaccine Reimbursement (430256091)	Daily Activities	\$12.50	
▶ 21/01/2022	10603379	Covid 19 Vaccine Reimbursement (430256091)	Daily Activities	\$12.50	
▶ 21/01/2022	10603378	Covid 19 Vaccine Reimbursement (430256091)	Daily Activities	\$12.50	

First
Previous
Page 1 of 34
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Last

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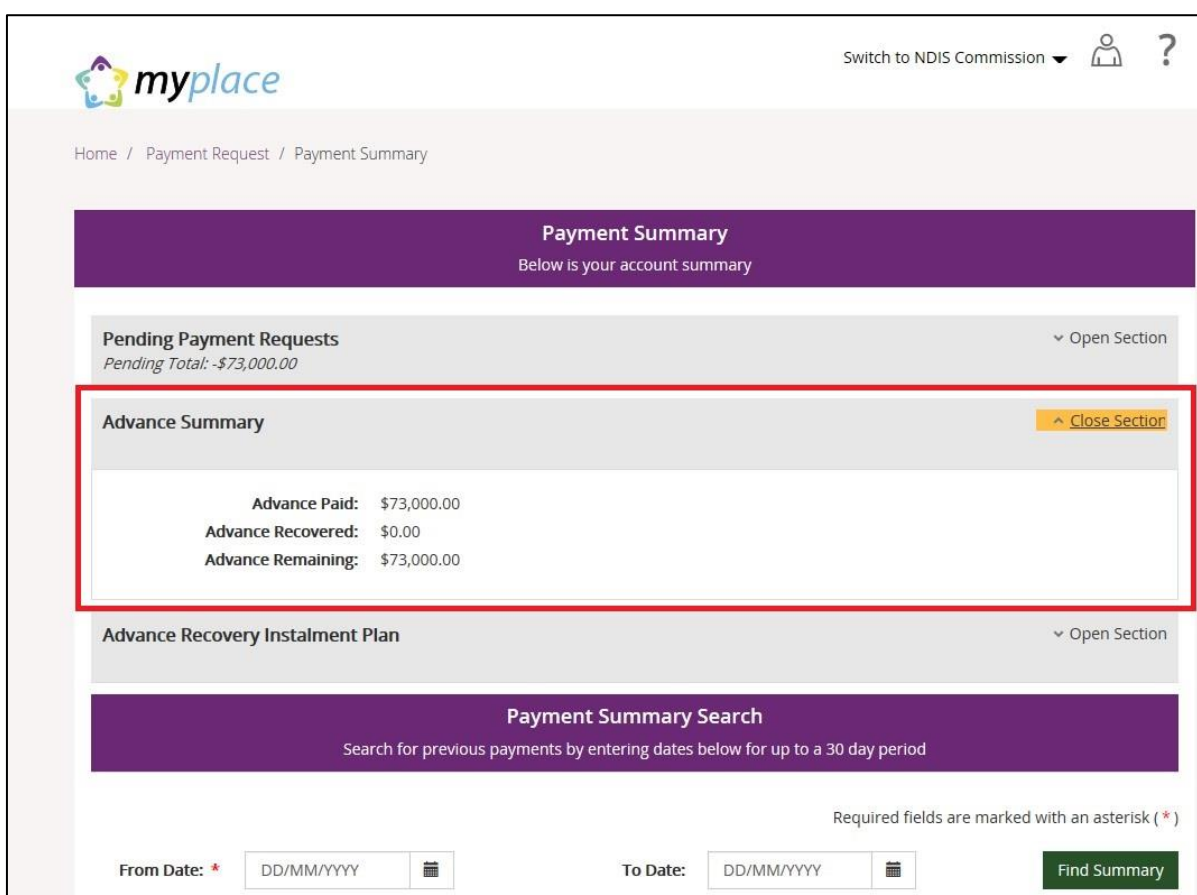
▶ 20/01/2022	00710000977				\$60.00
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## Advance summary and recovery instalment plan

If you have received an advance payment and a recovery instalment plan is in place, the **Advance Recovery** and **Advance Recovery Instalment Plan** sections let you view how much you currently owe and the value of the instalments.

1. Go to **Advance Summary** and select **Open Section**.

The section displays a summary of the total amount paid to you, the total amount recovered and the total amount remaining to be paid by you.



The screenshot shows the 'myplace' provider portal interface. At the top, there is a navigation bar with the 'myplace' logo, a 'Switch to NDIS Commission' dropdown, and user profile icons. Below the navigation bar, the breadcrumb trail reads 'Home / Payment Request / Payment Summary'. The main content area is titled 'Payment Summary' with the subtitle 'Below is your account summary'. There are three expandable sections: 'Pending Payment Requests' (Pending Total: -\$73,000.00), 'Advance Summary' (highlighted with a red border), and 'Advance Recovery Instalment Plan'. The 'Advance Summary' section displays the following data:

Advance Paid:	\$73,000.00
Advance Recovered:	\$0.00
Advance Remaining:	\$73,000.00

At the bottom of the page, there is a 'Payment Summary Search' section with a search prompt: 'Search for previous payments by entering dates below for up to a 30 day period'. Below this are two date input fields: 'From Date: \*' and 'To Date: \*', both with a calendar icon. A 'Find Summary' button is located to the right of the 'To Date' field. A note at the bottom right states: 'Required fields are marked with an asterisk (\*)'.

2. Go to **Advance Recovery Instalment Plan** and select **Open Section**.

The section displays a detailed table of each instalment in the recovery plan by recovery date, recovery instalment amount, recovered amount and remaining amount.

Home / Payment Request / Payment Summary

**Payment Summary**  
 Below is your account summary

**Pending Payment Requests** v Open Section  
*Pending Total: -\$73,000.00*

**Advance Summary** v Open Section

**Advance Recovery Instalment Plan** ^ Close Section

Recovery Start Date	Recovery Instalment Amount	Recovered Amount	Remaining Amount
24/08/2020	\$12,166.00	\$0.00	\$12,166.00
31/08/2020	\$12,166.00	\$0.00	\$12,166.00
01/09/2020	\$12,166.00	\$0.00	\$12,166.00
02/09/2020	\$12,166.00	\$0.00	\$12,166.00
03/09/2020	\$12,166.00	\$0.00	\$12,166.00
04/09/2020	\$12,170.00	\$0.00	\$12,170.00

**Payment Summary Search**  
Search for previous payments by entering dates below for up to a 30 day period

If you have any questions or concerns about advance recovery, contact NDIS at [advance.payment1@ndis.gov.au](mailto:advance.payment1@ndis.gov.au).

## Quotations



### IMPORTANT NOTE FOR APPROVED QUOTES:

When NDIS approves your quote, you don't need to create the related service booking, it is created automatically for you.

You will receive a message in your **Inbox** informing you that the service booking has been created.

This section allows you to view and respond to quotation requests sent to your organisation by the NDIA. Quotations enable you to submit quotes to provide particular supports on a participant's plan.

**Note:** Many quotations are currently being managed outside the portal and entered into the system by the Agency to manage system limitations.

**Note:** You can view the Quote ID of an approved quote in the 'Find' screen for service bookings and select the hyperlink to navigate you to Quotation screen.

**Note:** From 28<sup>th</sup> February 2022, Assistive Technology quotes valued under \$15,000.00 no longer require a quote. You can create a service booking against an accepted line item for the price agreed with the participant (up to the allowable budget) in cases where a quotable Assistive Technology item has been automatically accepted but a service booking was not automatically created. These cases are usually identified by:

- a) the funding for the item is now in the 'Available' funds, and
- b) a comment has been added to the participant's plan to reflect this change (in some cases the participant will have an email to indicate this).

## View a quote

1. Select the **Quotations** tile on the **myplace** home page.

When a **Quotation Request** is received a banner notification will appear on the tile.



The **Quotations** page opens and your quotes will be displayed. The results will be organised under the following column headers:

- **Find a participant:** Enter either the participant name or their NDIS number.
  - **Sort by:** Select an option from the drop-down list to sort the list by the column headers.
  - **Quote ID:** The list of quotations requested by NDIA.
  - **Participant name (NDIS number):** The name and NDIS number of the participant that the quotation relates to.
  - **Date requested:** The date the quotation was requested by NDIA.
  - **Quote type:** Shows the type of quotation.
  - **Description:** Describes the item.
  - **Item:** Shows the item number.
  - **Status:** Shows the status of the quotation as one of the following:
    - Awaiting provider response
    - NDIA has received response
    - Quote has expired
    - Archived
    - Quote is accepted
    - Quote was unsuccessful
    - Quotation open
2. Select **Sort by** to sort the list of quotes by any of these columns. Only one column can be sorted at a time. Use the previous / next page controls at the bottom of the page to move through the list. To return to the previous page, select **Back**.

Home / Quotations

**Quotations**  
 Below is a listing of quotations requested by the NDIA

Quotations - help ?

Find a participant  ▼ Refine search

**Search results**

Showing 1 - 10 of 478 quotations Sort by

Quote ID	Participant name (NDIS number)	Date requested	Quote type	Description	Item	Status
<a href="#">5006097</a>	RitaCM1 TayroCM1 (430258007)	22/02/2022	Assistive - Repair	Wheelchair - Powered Stair Climbing	05_122315143_0105_1_2	Awaiting provider response
<a href="#">5006096</a>	RitaCM1 TayroCM1 (430258007)	22/02/2022	Assistive - Repair	Wheelchair - Powered With Powered Seat E	05_122306138_0105_1_2	Awaiting provider response
<a href="#">5006095</a>	LikeoCM1 ByotCM1 (430258006)	22/02/2022	Assistive - Repair	Wheelchair - Powered Stair Climbing	05_122315143_0105_1_2	Awaiting provider response
<a href="#">5006094</a>	LikeoCM1 ByotCM1 (430258006)	22/02/2022	Assistive - Repair	Wheelchair - Powered With Powered Seat E	05_122306138_0105_1_2	Awaiting provider response
<a href="#">5005981</a>	Jessica Meyer (430257334)	04/02/2022	Assistive - New	Wheelchair - Manual Tilt In Space - Annu	05_122203120_0105_1_2	Awaiting provider response
<a href="#">5005972</a>	Jessica Meyer (430257334)	28/01/2022	Assistive - New	Wheelchair - Manual Tilt In Space - Annu	05_122203120_0105_1_2	Quote is accepted
<a href="#">5005970</a>	Gene Harper (430257332)	28/01/2022	Assistive - New	Scooter - Composite	05_418_0105_1_2	Quote is accepted

- To refine your search, select the **Refine Search** drop-down to display the filters you wish to search on — Quote ID, Quote type, Date requested, Status. You can enter multiple criteria to further refine the list.

Home / Quotations

## Quotations

Below is a listing of quotations requested by the NDIA

Quotations - help ?

Find a participant  Refine search Search

Quote ID  Date requested

Quote type  Status

### Search results

Showing 1 - 10 of 478 quotations Sort by

Quote ID	Participant name (NDIS number)	Date requested	Quote type	Description	Item	Status
<a href="#">5006097</a>	RitaCM1 TayroCM1 (430258007)	22/02/2022	Assistive - Repair	Wheelchair - Powered Stair Climbing	05_122315143_0105_1_2	Awaiting provider response
<a href="#">5006096</a>	RitaCM1 TayroCM1 (430258007)	22/02/2022	Assistive - Repair	Wheelchair - Powered With Powered Seat E	05_122306138_0105_1_2	Awaiting provider response
<a href="#">5006095</a>	LikeoCM1 ByotCM1 (430258006)	22/02/2022	Assistive - Repair	Wheelchair - Powered Stair Climbing	05_122315143_0105_1_2	Awaiting provider response
<a href="#">5006094</a>	LikeoCM1 ByotCM1 (430258006)	22/02/2022	Assistive - Repair	Wheelchair - Powered With Powered Seat E	05_122306138_0105_1_2	Awaiting provider response
<a href="#">5005981</a>	Jessica Meyer (430257334)	04/02/2022	Assistive - New	Wheelchair - Manual Tilt In Space - Annu	05_122203120_0105_1_2	Awaiting provider response
<a href="#">5005972</a>	Jessica Meyer (430257334)	28/01/2022	Assistive - New	Wheelchair - Manual Tilt In Space - Annu	05_122203120_0105_1_2	Quote is accepted
<a href="#">5005970</a>	Gene Harper (430257332)	28/01/2022	Assistive - New	Scooter - Composite	05_418_0105_1_2	Quote is accepted

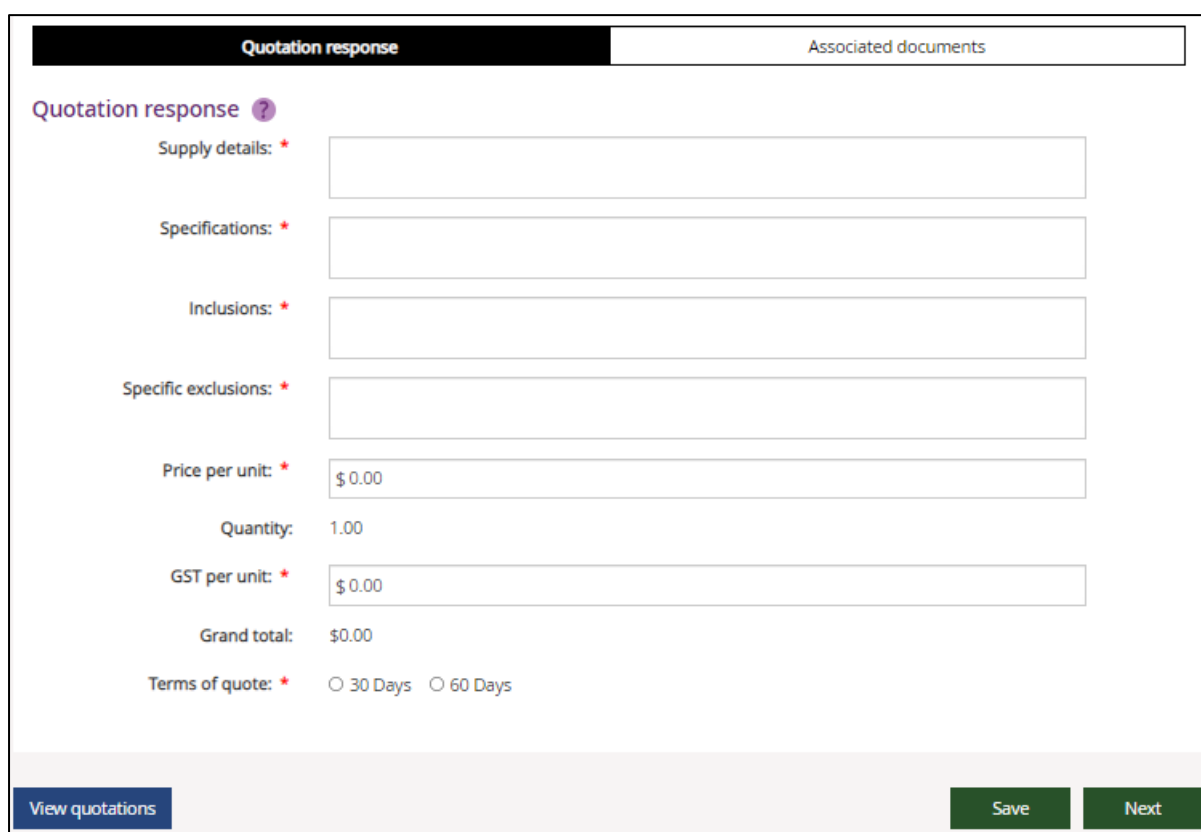
- To view details for a particular quote, select the quote number under the **Quote ID** column. The **Quotation Details** screen displays. It allows you to enter your quotation response and upload any documents directly to the quote request.
- Select the **View quotations** button to return to the list of quotations.

**Note:** For plans migrated from the NDIS trial only, there has been a temporary change to the **myplace** provider portal to bypass the quotation process. This has been implemented to allow payment requests to successfully be processed.

## Respond to a quote

- To respond to a quotation request, complete the fields in the **Quotation response** tab:  
**Supply details:** Enter all relevant information about the supply of the item or service.

- **Specifications:** Record the conditions of the quote.
- **Inclusions:** Enter all items that are included in the quote.
- **Specific exclusions:** Record any items that are excluded in the quote.
- **Price per unit:** Enter the total price of the quote per unit (excluding GST).
- **Quantity:** Specifies the item quantity.
- **GST per unit:** Record the GST amount.
- **Terms of quote:** Select the number of days that the quote is valid for - either 30 days or 60 days.



Quotation response

Associated documents

Quotation response ?

Supply details: \*

Specifications: \*

Inclusions: \*

Specific exclusions: \*

Price per unit: \* \$ 0.00

Quantity: 1.00

GST per unit: \* \$ 0.00

Grand total: \$0.00

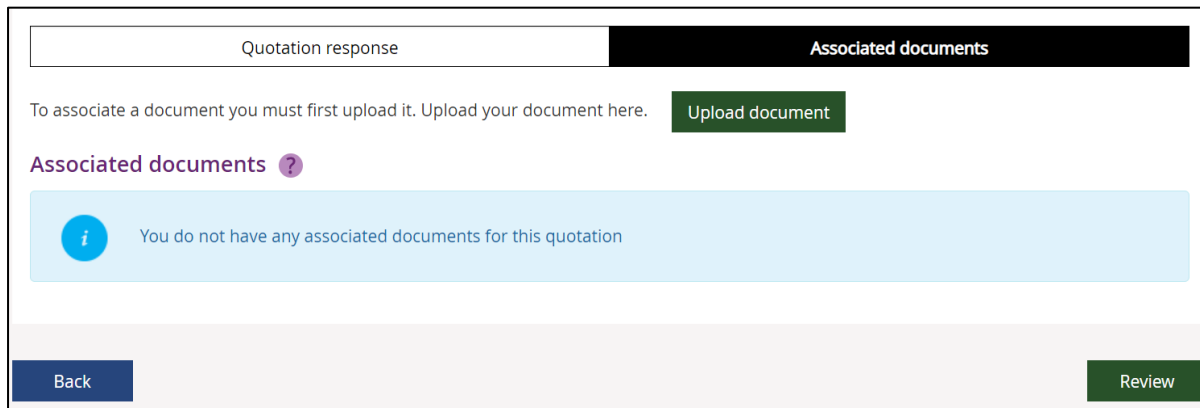
Terms of quote: \*  30 Days  60 Days

View quotations

Save

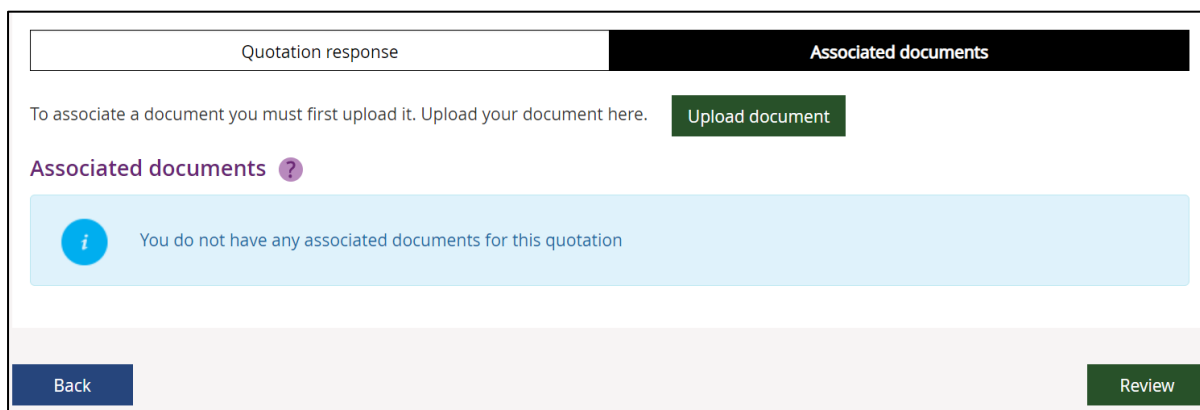
Next

2. Once you have entered all the information in the **Quotation response** tab, select the **Associated documents** tab to upload any documents relevant to your response.



The **Associated documents** tab displays. It lists any documents you have previously associated with your response to this quotation. If you have not previously uploaded any documents, the message will display 'You do not have any associated documents for this quotation'.

If you have previously uploaded a document, you will see it listed.



Select the **Document name** if you want to download and view the document. You will be taken through a set of document download instructions.

Select **Remove** under **Actions** if you want to remove the document from your list of documents. You will be shown a message asking you to confirm your intention to remove the document from your list — either **Yes** or **No**.



- To upload a document, select the **Upload document** button. A **Document Upload** window displays.

A list of **Available documents** is shown at the bottom of the window. These are documents that have previously been linked to this quote.

Available Documents <span>?</span>			
Showing 1-1 of 1 files			
Reference number	Document name	Description	Date uploaded
1031628	Example document	Example document	28/02/2022

**Note:** Uploaded documents are labelled **Available documents** when you are viewing the **Document upload** form. The same documents are labelled **Associated documents** when you view them on other Quotations screens.

- Provide a **Document name** and **Description**.

**Note:** Use a meaningful short title for the document name, and a description that will help you distinguish this document from other documents in the list.

**Document Upload**  
 Upload any supporting documents below

Required fields are marked with an asterisk (\*)

**Upload Document** ?

Category: \* Quotation artefact

Quotation ID: \* 5006094

Document name: \*

Description:

Choose file: \*

- Select **Browse** to locate the file you want to upload. The maximum file size you can upload is 47MB. Then select the **Upload** button.

**Note:** Any documents that you upload will also be visible to NDIA and participants.

A success message displays at the top of the page.

✔ You have successfully uploaded your document.

Home / Document Upload

**Document Upload**  
 Upload any supporting documents below

Required fields are marked with an asterisk \*

**Upload Document** ?

Category: \* Quotation artefact

Quotation ID: \* 5006094

Document name: \*

Description:

Choose file: \*

**Available Documents** ?

Showing 1-1 of 1 files

Reference number	Document name	Description	Date uploaded
1031628	Example document	Example document	28/02/2022

You will see that your file has been added to the **Available documents** list shown below the message.

6. Select the **Back to quotation details** button to return to your response window.

Your quotations details screen displays.

Home / Quotations / Quotation Details

## Quotation Details

View and respond to quotation request

Required fields are marked with an asterisk (\*)

### Quotation request ?

Quote ID: 5006094	Reply by date: 22/03/2022
Status: Awaiting provider response	Item: 05_122306138_0105_1_2
Participant NDIS number: 430258006	Item description: Wheelchair - Powered with Powered Seat Elevation
Participant name: LikeoCM1 ByotCM1	Quantity: 1.00
Date requested: 22/02/2022	Quote type: Assistive - Repair

Quotation response

Associated documents

To associate a document you must first upload it. Upload your document here. Upload document

### Associated documents ?

Showing 1 - 1 of 1 documents

Reference number	Document name	Description	Date uploaded	Action
1031628	<a href="#">Example document</a>	Example document	28/02/2022	<a href="#">Remove</a>

Back
Review

7. Select the **Review** button to review the details of your response before you submit them to NDIA.
8. Once you are satisfied that you have provided all necessary information and uploaded and/or removed relevant documents, select the **Submit** button.

**Review quotation details**  
 View and respond to quotation request

**Quotation request** ?

Quote ID: 5006094	Reply by date: 22/03/2022
Status: Awaiting provider response	Item: 05_122306138_0105_1_2
Participant NDIS number: 430258006	Item description: Wheelchair - Powered with Powered Seat Elevation
Participant name: LikeoCM1 ByotCM1	Quantity: 1.00
Date requested: 22/02/2022	Quote type: Assistive - Repair

**Quotation amount summary** ?

Price per unit: \$10.00

Quantity: 1.00

GST per unit: \$1.00

Grand total: \$11.00

Terms of quote: 30 Days

**Quotation response** ?

Supply details: Main item

Specifications: Many details

Inclusions: Nil

Specific exclusions: Nil

**Associated documents** ?

Showing 1 - 1 of 1 documents

Reference number	Document name	Description	Date uploaded
1031628	<a href="#">Example document</a>	Example document	28/02/2022

[Back](#)

A message displays asking you to confirm your submission of the quotation - either **Yes** or **No**.

You are about to submit this quotation. Are you sure?

[NO](#)

[YES](#)

A success message displays at the top of your quotation details window.



The status of the quote changes for the quotation details to **NDIA has received response**.

### Quotation Details

View and respond to quotation request

---

**Quotation request** ?

Quote ID:	5006094	Reply by date:	22/03/2022
Status:	<b>NDIA has received response</b>	Item:	05_122306138_0105_1_2
Participant NDIS number:	430258006	Item description:	Wheelchair - Powered with Powered Seat Elevation
Participant name:	LikeoCM1 ByotCM1	Quantity:	1.00
Date requested:	28/02/2022	Quote type:	Assistive - Repair

If the NDIA approves your quote, the status of the quote changes to **Quote accepted**.

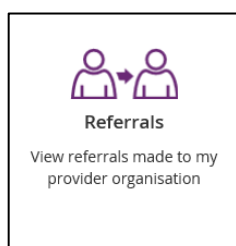
You will receive a message in your **Inbox** if the quote has been rejected by the NDIA.

**Note:** The system does not enable you to update and resubmit a revised quote. Where negotiation is required, please contact your local NDIA office prior to submitting your quote.

## Referrals

This section allows you to view referrals made to your provider organisation by the Agency.

1. Select the **Referrals** tile on the **myplace** home page.



The list of referrals opens.

2. Select **Home** to go back to the **myplace** home page.

Home Referrals

**Referrals**  
Below is a listing of referrals made to my provider organisation

Participant Name (NDIS Number)	Reason	Area of Referral	Created at
vikas test 74 (430214379)	Plan-Review	Regist. Provider for	20/09/2018
VIKAS ADULT 012 UAT (430194828)	ILC Supports	Regist. Provider for	21/08/2018
VIKAS ADULT 012 UAT (430194828)	ILC Supports	Specialist Assessmt-	21/08/2018
CountryOfBirth Validation - Sept 01 (430209270)	ILC Supports	ILC/LAC Service	05/09/2017
JANE DOE 002 (430206157)	Pre-Planning	Specialist Assessmt-	24/07/2017
GRAHAM UAT BARRS (430191461)	Plan-implementation	Specialist Assessmt-	15/06/2017
Jenny Citizen (430008997)	Plan-Review	Employment	29/11/2016
Scrambled Eggs Test (430192999)	Plan-implementation	Transport Services	20/10/2016
GRAHAM SELF MANAGED UAT 001 (430193687)	Plan-Review	Specialist Assessmt-	29/08/2016

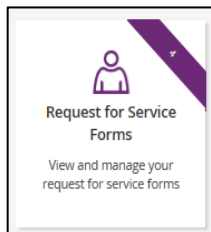
## Requests for Service

This section allows you to:

- view Support Coordination Requests for Service sent to your provider organisation by the Agency
- access and review Support Coordination Requests for Service sent to your provider organisation by the Agency
- accept or reject Support Coordination Requests for Service sent to your provider organisation by the Agency.
- update your notification preferences for emails sent to you for Requests for Service.

## View Support Coordination Requests for Service

1. Select the **Request for Service Forms** tile on the **myplace** home page.



- The full list of **Request for Service Forms** displays. It shows the complete list of requests for service issued to your organisation.
- You can search for specific requests for service by participant name or NDIS number.  
**Note:** Request for Service for approved PACE participant can be viewed in the my NDIS provider portal.

Home / Request for Service Forms

Request for Service for approved PACE participant plans can be viewed in the my NDIS provider portal.

### Request for Service Forms

Below is a listing of the request for service forms for this organisation

Request for service forms - Help ?  
RFS email preferences can be updated in the Profile tile [Update details](#)

Find a Participant  [Refine Search](#)

[Reset](#) [Search](#)

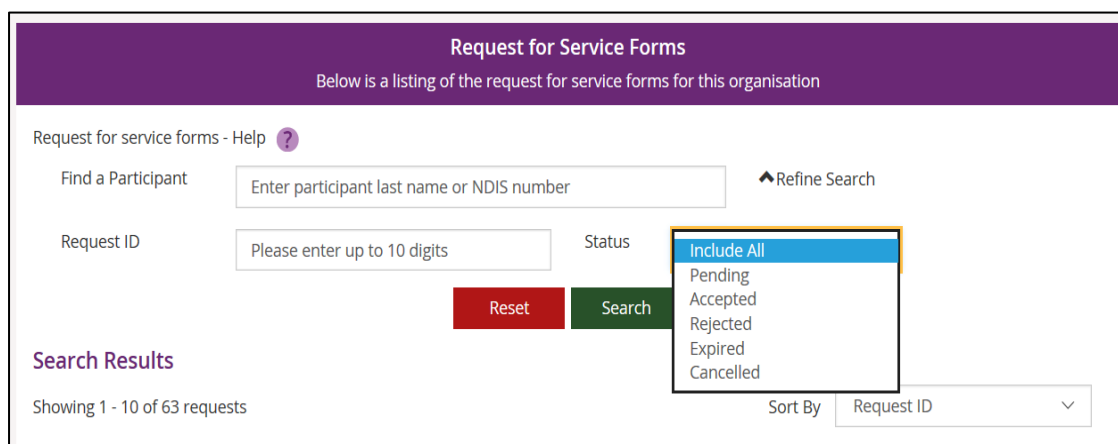
#### Search Results

Showing 1 - 10 of 177 requests Sort by

Request ID	Participant Name	Plan End Date	Date Requested	Due Date	Status
1058216	Ned Accmet68	28/07/2024	10/08/2022	16/08/2022	Plan Expired
1057353	Iliia Newtest6	19/07/2025	21/07/2022	27/07/2022	Plan Expired

- Select an option from the **Refine Search** drop-down to sort the list by the column headers:
  - Request ID:** Individual Request ID for each request.
  - Participant name:** NDIS participant name.
  - Plan End Date:** Participant Plan End Date.
  - Date Requested:** The date the request for service was referred to your provider organisation.
  - Due Date:** The Due Date by which you need to respond to a Request for Service referral request.

- **Status:** Displays the status of the support coordination request for services:
  - Pending, awaiting your review and response (maximum of 4 days)
  - Accepted, provider has accepted the request
  - Rejected, provider has rejected the request
  - Expired, request has not been action by provider before due date
  - Cancelled, the request has been cancelled



Request for Service Forms

Below is a listing of the request for service forms for this organisation

Request for service forms - Help ?

Find a Participant  Refine Search

Request ID  Status 

- Include All
- Pending
- Accepted
- Rejected
- Expired
- Cancelled

Reset Search

**Search Results**

Showing 1 - 10 of 63 requests

Sort By

5. You can also sort the results in the **Sort By** drop-down by **Request ID** and **Status**.

## Access and review Support Coordination Requests for Service

1. To access and review a request for service, click on the specific **Request ID**. You can only access a request for service with a status of **Pending** or **Accepted**.

2. While the list will display all requests for service submitted to your provider organisation, you will not be able to access requests with a status of **Cancelled**, **Rejected** or **Expired**.

Select the underlined **Request ID**.

<u>643143</u>	Sam Self	26/03/2020	11/07/2019	17/07/2019	Pending
---------------	----------	------------	------------	------------	---------

The **Request for Service - Manage New Request for Service** screen displays.

**Request for Service Details**  
 Manage new request for service

Request for service details - Help ? Required fields are marked with an asterisk ( \* )

**Participant Details**

**Request ID:** 643143  
**Name:** Sam Self  
**Age:** 39  
**Plan end date:** 26/03/2020  
**Preferred contact method:** E-Mail  
**Phone:** N/A  
**Email:** shyam.manthena@ndis.gov.au  
**Address:** 114 BENNETTS RD  
 COFFS HARBOUR NSW 2450  
**Interpreter required:** No  
**myplace activation code:** Not generated  
**Due date:** 17/07/2019  
**Purpose of referral:** hdfhdf

**Request Details**

Request ID	Document Name	Attached On
643143	<a href="#">Request for service form</a>	11/07/2019

**Referral Decision**

**Action:** \*

Back
Submit

The screen shows the following information:

- **Participants Details:** the request ID, participant’s name, participant’s age, the NDIS plan end date, preferred contact method, phone number, email, address, if a participant requires an interpreter, the myplace activation code status, the due date to action the request, and why the Agency referred the support coordination request to your provider organisation.
- **Request Details:** the Request ID, document name, and date of attached. This section provide access to the individual request for service details.
- **Referral Decision:** This section allows you to respond to the Agency’s request for support coordination.

To access the detail for an individual Request for Service, select the **Request for Services form** link under the **Document Name** column header.

**Request for Service Form**  
 View a participant's request for service form

Request for service form - Help ?

### Request Details

Request number: 671671	Date requested: 15/08/2019
Name: PRETTY GOOD 003	Due date: 21/08/2019
Age: 30	Status: Pending

**Part A: Request for Service**

Part 1 & 2
Part 3 & 4
Part 5
Part 6
Part 7
Part 8

### Participant Details

Request for service number: 671671

Name: PRETTY GOOD 003

Age: 30

Preferred contact method: E-Mail

Phone: N/A

Email: GRAHAM.BARRS@NDIS.GOV.AU

Address: 15 TAY ST  
WATSON ACT 2602

Interpreter required: No

myplace activation code: Not generated

Contact Details for Representative is Same as Above

View RFS List
Back
Next

The request for service form displays. It comprises eight 'parts' — these are described below. Select the part name you are interested in. You can also select the **Next** or **Back** buttons below the part details to move from one part to another.

**Note:** Select the **View RFS List** button to display the full list of support coordination requests for service issued to your provider organisation.

The eight parts are as follows:

**Part 1&2** displays the participant's name, age, contact details and other information.

**Part 3&4** displays the details of the request support coordination provider and the nature of the support coordination request.

**Part 5** displays the referrals for assessment that are part of helping the participant to implement their plan.

**Part 6** displays details for the participant such as disability information, living arrangements, relationships and supports.

**Part 7** displays the participant's goals.

**Part 8** displays the participant's funded supports included in the participant's plan.

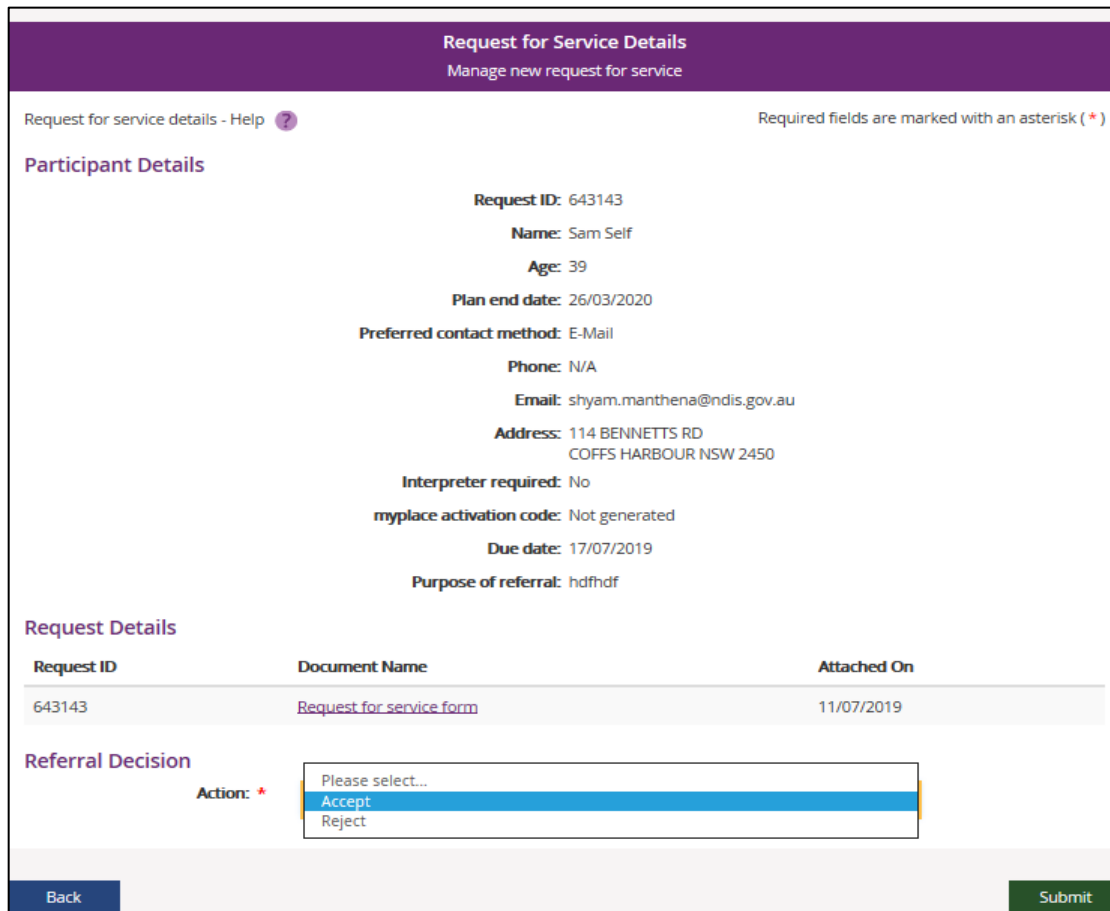
## Accept or reject Support Coordination Requests for Service

The **Referral Decision** can be either **Accept** or **Reject**.

1. To accept or reject a Request for Service Form, select the underlined **Request ID**.

<u>643143</u>	Sam Self	26/03/2020	11/07/2019	17/07/2019	Pending
---------------	----------	------------	------------	------------	---------

- To accept the referral request, select **Accept** from the Action drop-down box and select the **Submit** button.



**Request for Service Details**  
Manage new request for service

Request for service details - Help ? Required fields are marked with an asterisk ( \* )

**Participant Details**

**Request ID:** 643143  
**Name:** Sam Self  
**Age:** 39  
**Plan end date:** 26/03/2020  
**Preferred contact method:** E-Mail  
**Phone:** N/A  
**Email:** shyam.manthena@ndis.gov.au  
**Address:** 114 BENNETTS RD  
COFFS HARBOUR NSW 2450  
**Interpreter required:** No  
**myplace activation code:** Not generated  
**Due date:** 17/07/2019  
**Purpose of referral:** hdfhdf

**Request Details**

Request ID	Document Name	Attached On
643143	<a href="#">Request for service form</a>	11/07/2019

**Referral Decision**

**Action: \***   
Accept  
Reject

**Back** **Submit**

- To reject the referral request, select **Reject**, followed by one of the four **Reject Reasons** in the drop-down box, and then select the **Submit** button.

**Request for Service Details**  
 Manage new request for service

Request for service details - Help ? Required fields are marked with an asterisk ( \* )

### Participant Details

**Request ID:** 643143  
**Name:** Sam Self  
**Age:** 39  
**Plan end date:** 26/03/2020  
**Preferred contact method:** E-Mail  
**Phone:** N/A  
**Email:** shyam.manthena@ndis.gov.au  
**Address:** 114 BENNETTS RD  
 COFFS HARBOUR NSW 2450  
**Interpreter required:** No  
**myplace activation code:** Not generated  
**Due date:** 17/07/2019  
**Purpose of referral:** hdfndf

### Request Details

Request ID	Document Name	Attached On
643143	<a href="#">Request for service form</a>	11/07/2019

### Referral Decision

**Action: \***

**Reject Reason: \***

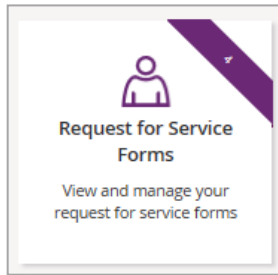
Please select...  
 No capacity to accept referral  
 No capability to accept referral  
 Insufficient participant budget to accept referral  
 Other

Back
Submit

## Update Coordination Requests for Service Email Notification

When your organisation receives a new Request for Service you will be notified by email immediately. You can decide if your organisation will or will not receive immediate email notifications.

1. Select the **Request for Service Forms** tile on the **myplace** home page.



2. The full list of **Request for Service Forms** displays. It shows the complete list of requests for service issued to your organisation.
3. Select **Update Details**.

Home / Request for Service Forms

### Request for Service Forms

Below is a listing of the request for service forms for this organisation

Request for service forms - Help ?  
RFS email preferences can be updated in the Profile tile [Update details](#)

Find a Participant  ▼ Refine Search

[Reset](#) [Search](#)

#### Search Results

Showing 1 - 10 of 10 requests Sort by

Request ID	Participant Name	Plan End Date	Date Requested	Due Date	Status
<a href="#">705556</a>	RFS03 Language03	16/09/2020	24/09/2019	30/09/2019	Pending
<a href="#">689860</a>	ATHM Child9	11/07/2020	04/09/2019	10/09/2019	Pending
<a href="#">686364</a>	ATHM Child9	11/07/2020	29/08/2019	04/09/2019	Pending
<a href="#">684996</a>	ATHM Child9	11/07/2020	28/08/2019	03/09/2019	Pending
<a href="#">672407</a>	ATHM Child9	11/07/2020	16/08/2019	22/08/2019	Pending
<a href="#">669503</a>	ATHM Child9	11/07/2020	12/08/2019	16/08/2019	Pending
<a href="#">655432</a>	ATHM Child9	11/07/2020	23/07/2019	29/07/2019	Pending
<a href="#">652619</a>	PRETTY GOOD 003	20/10/2019	19/07/2019	25/07/2019	Pending
<a href="#">651062</a>	ATHM Adult44	21/03/2021	17/07/2019	23/07/2019	Pending
<a href="#">645006</a>	ATHM Child9	11/07/2020	12/07/2019	18/07/2019	Pending

4. The **How Frequently Can NDIA Contact Me** page

Home / How Frequently Can NDIA Contact me?

**How Frequently Can NDIA Contact Me?**  
 Select how often you would like to receive correspondence from NDIA

How often do you want to be notified about changes to this organisation's:

Service bookings:

Quotations:

Do you wish to subscribe to emails about:

Request for Service:  Yes  No

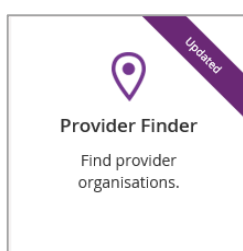
[Back to request for service](#) [Update](#)

5. Choose from Yes and No under **Do you wish to subscribe to emails about Request for Service** to update your Request for Service email preferences.
6. Click **Update**
7. The **Request for Service Forms** displays with a green banner message advising the contact details have been successfully updated.

## Provider Finder

You may need to assist participants to find supports that you can't provide. You can use the Provider Finder to search for providers within a specific area. You can also search by a **Service** (also known as **Professions** in **Registration Groups**).

1. Select the **Provider Finder** tile on the **myplace** home page.



The **Provider Finder** page displays.

Home / Provider Finder

**Provider Finder**  
 Use this page to find a service provider by location or service

I want to search by

All Providers	Provider Name	Profession/Service	Support Category
---------------	---------------	--------------------	------------------

within  of my organisation address or a different location

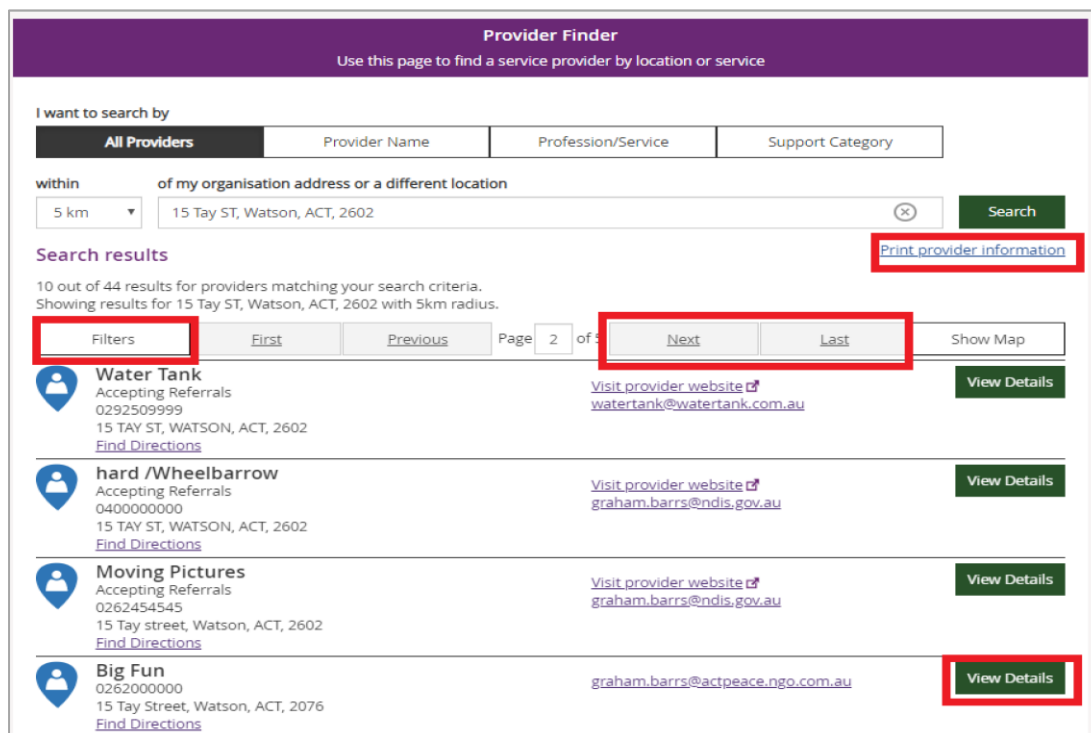
2. You can search by different criteria:

- **All Providers** – This option will display all providers within the selected distance of your address.
- **Provider Name** – This option will allow you to enter the name of the provider you are looking for within the selected distance of your address.
- **Profession/Service** – This option will allow you to select the profession/service you are looking for within the selected distance to your address. The profession/service is listed in a drop-down menu.
- **Support Category** – This option will allow you to select the support category you are looking for within the selected distance to your address. The support categories are listed in a drop-down menu.

**Tip:** Start entering the address using street number and name, select from the valid addresses that are listed. The more detail you enter, the more refined the list.

At **Within**, select the radius of the search. This radius is based on the address in **Near Location**.

3. Select **Search**. The results of the search display. Use the pagination functions to move through the results.



**Provider Finder**  
Use this page to find a service provider by location or service

I want to search by

**All Providers** | Provider Name | Profession/Service | Support Category

within **5 km** of my organisation address or a different location





15 Tay ST, Watson, ACT, 2602

**Search**

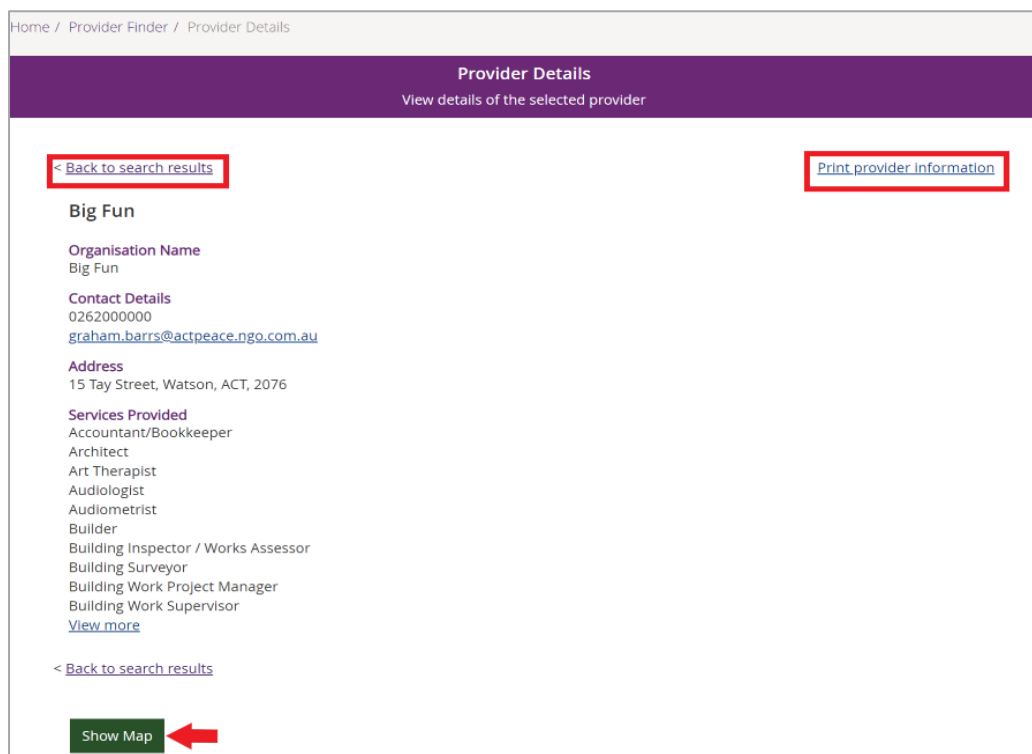
**Search results** | [Print provider information](#)

10 out of 44 results for providers matching your search criteria.  
Showing results for 15 Tay ST, Watson, ACT, 2602 with 5km radius.

[Filters](#) | [First](#) | [Previous](#) | Page 2 of 5 | [Next](#) | [Last](#) | [Show Map](#)

	<b>Water Tank</b> Accepting Referrals 0292509999 15 TAY ST, WATSON, ACT, 2602 <a href="#">Find Directions</a>	<a href="#">Visit provider website</a> watertank@watertank.com.au	<a href="#">View Details</a>
	<b>hard/Wheelbarrow</b> Accepting Referrals 0400000000 15 TAY ST, WATSON, ACT, 2602 <a href="#">Find Directions</a>	<a href="#">Visit provider website</a> graham.barrs@ndis.gov.au	<a href="#">View Details</a>
	<b>Moving Pictures</b> Accepting Referrals 0262454545 15 Tay street, Watson, ACT, 2602 <a href="#">Find Directions</a>	<a href="#">Visit provider website</a> graham.barrs@ndis.gov.au	<a href="#">View Details</a>
	<b>Big Fun</b> 0262000000 15 Tay Street, Watson, ACT, 2076 <a href="#">Find Directions</a>	<a href="#">graham.barrs@actpeace.ngo.com.au</a>	<a href="#">View Details</a>

4. Select **View Details** to see more information about the provider. Details of the provider display, including contact information, operating hours, services provided and contact information.

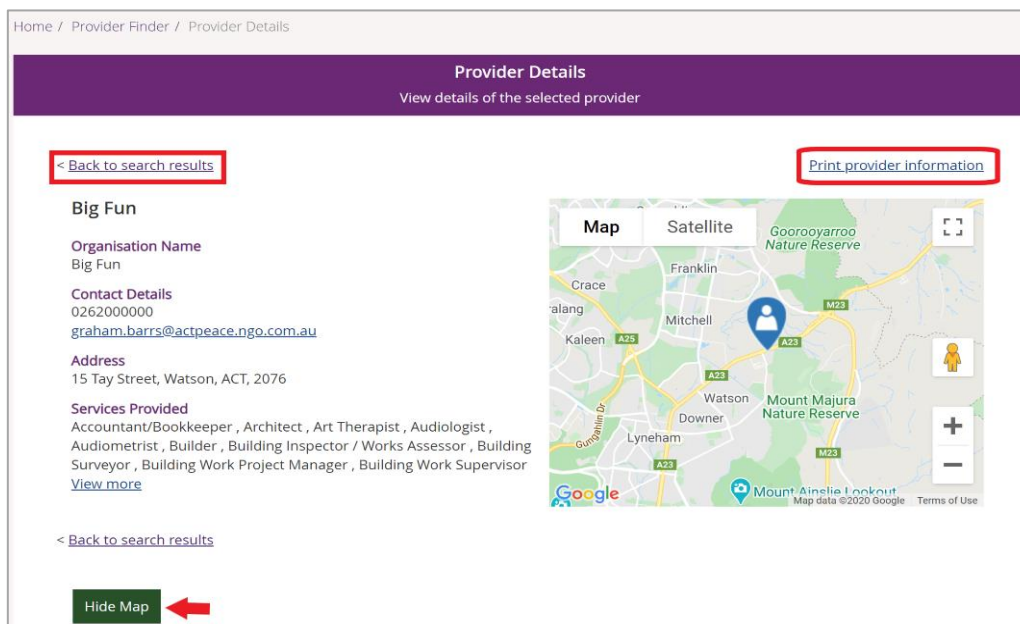


The screenshot shows the 'Provider Details' page for 'Big Fun'. At the top, there is a breadcrumb trail: 'Home / Provider Finder / Provider Details'. Below this is a purple header with the text 'Provider Details' and 'View details of the selected provider'. The main content area contains the following information:

- Big Fun**
- Organisation Name**  
Big Fun
- Contact Details**  
0262000000  
[graham.barrs@actpeace.ngo.com.au](mailto:graham.barrs@actpeace.ngo.com.au)
- Address**  
15 Tay Street, Watson, ACT, 2076
- Services Provided**  
Accountant/Bookkeeper  
Architect  
Art Therapist  
Audiologist  
Audiometrist  
Builder  
Building Inspector / Works Assessor  
Building Surveyor  
Building Work Project Manager  
Building Work Supervisor  
[View more](#)

Navigation links include '< Back to search results' (top left), 'Print provider information' (top right), and '< Back to search results' (bottom left). A 'Show Map' button is located at the bottom left, with a red arrow pointing to it.

5. Select **Show Map** to view the location of the provider. You can print the search results by selecting **Print provider information**. Or select **Back to search results** to return to the search results.

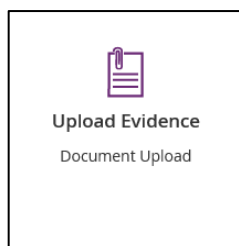


6. You can print the search results by selecting **Print provider information** or **Hide Map** to return to the Provider Details page. Select **Back to search results** to return to the search results.

## Upload evidence

For some processes (e.g. Quotations,) you need to provide additional information to the Agency. **Upload Evidence** provides this capability. This area enables you to upload documents to the NDIA.

1. Select the **Upload Evidence** tile on the **myplace** home page.



The **Document Upload** page displays.

2. Type in the **Document Name** (a meaningful name for you) and **Description** (what it contains).
3. Select **Browse** to locate the document on your computer.
4. Select the **Upload** button.

**Note:** Your uploaded documents will display under the **Available Documents** heading.

**Document Upload**  
 Upload files below to provide evidence

Required fields are marked with an asterisk ( \* )

**Upload Document** ?

Document name: \*  ← Documents relating to NDIS Quality and Safeguards Commission (NDIS Commission) such as supporting evidence for registrations in NSW or SA, must be provided to the NDIS Commission. To do this, please [navigate to the NDIS Commission portal](#)

Add description:

Choose file: \*  Browse... ←

←

**Available Documents** ?

Display rows

Reference number	Document name	Description	Added on
499826	MyDocu	DOBClient	12/09/2018
498509	evidence required	this is evidence	30/08/2018
498236	evidence112	Bcert	29/08/2018
497031	DoBCert	Birth Certificate	16/08/2018
496885	testprovider	provider test	15/08/2018
496868	test1	upload doc	15/08/2018
468019	test size	test anothe siz	28/03/2018
467863	vikas test to jodi	jodi test	26/03/2018
467729	testemergency	test emergency day	23/03/2018
398228	TC09		09/06/2017

**Note:** You are not able to associate the document with an individual participant. If the document needs to be associated with the participant, please contact us on 1800 800 110.

**Note:** You are not able to open the document from within the portal, or remove it from the system after it is uploaded. If you uploaded the wrong document, please contact us on 1800 800 110.

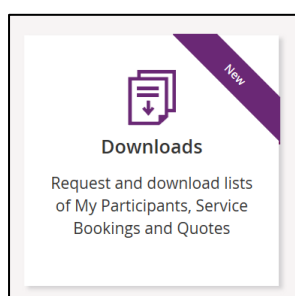
**Tip:** Use meaningful document names and description. For example, put the type of document (e.g. Home Modification Plan) in the Document Name, and the Participant’s NDIS number in the Description.

**Tip:** Ensure you retain a copy of the uploaded file and are able to relate your copy to the Document Name and Description.

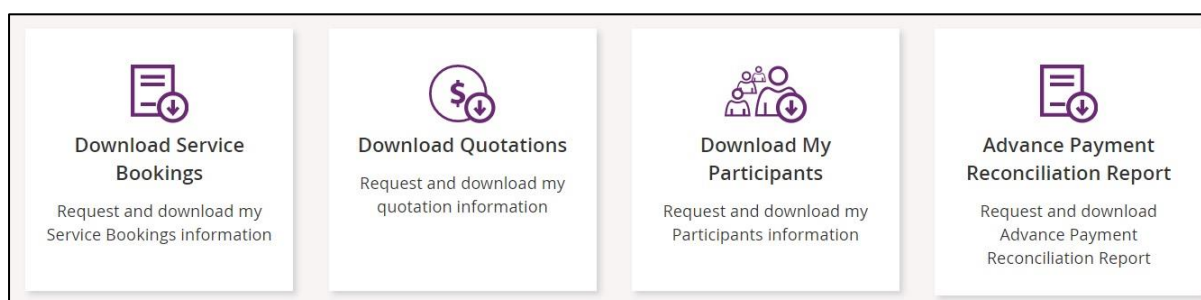
## Downloads

You can download in just one report information about all the service bookings you have with active participants as well as information about all the participants that you have service bookings with and who have given the NDIA consent to share their plan with you. You can also download a list of your quotation requests.

1. Select the **Downloads** tile on the **myplace** home page.

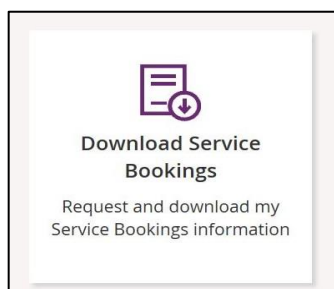


2. After you click the **Downloads** tile, you will see a new tile screen with these options:
  - **Download Service Bookings**
  - **Download Quotations**
  - **Download My Participants**
  - **Advance Payment Reconciliation Report.**



## Download Service Bookings

This tile allows you to download reports listing all the active service bookings you have with participants.



1. Select **Download Service Bookings** to request and download a report containing your service bookings information.

The **Download Service Bookings** screen displays, listing all service bookings that were active for your organisation in the 90 days to today's date.

**Note:** The download report will be available for 90 days. The reports older than 90 days will be automatically deleted.

**Note:** If you are downloading reports to identify any service bookings that have expired or are about to expire, to determine if they have been extended by the [365-day plan auto-extension](#) feature, you should filter the report by plan end date in Excel.

Home / Downloads / Download Service Bookings

## Download Service Bookings

Request and download my Service Bookings information

Download Service Bookings - Help ?

Service bookings can be downloaded for up to 90 days after a booking has been submitted. Downloads expire after 90 days. Service bookings can be viewed in the 'View Service Bookings' area at any time.

[Request Download](#)

### List of Downloads

Requested At	Start Date	End Date	Generated At	Action
14/04/2021 16:39	14/01/2021	14/04/2021	14/04/2021 16:45	<a href="#" style="background-color: #2e7d32; color: white; padding: 2px 10px; border-radius: 3px;">Download</a>
08/04/2021 08:56	08/01/2021	08/04/2021	08/04/2021 09:00	<a href="#" style="background-color: #2e7d32; color: white; padding: 2px 10px; border-radius: 3px;">Download</a>
16/02/2021 12:35	18/11/2020	16/02/2021	16/02/2021 12:45	<a href="#" style="background-color: #2e7d32; color: white; padding: 2px 10px; border-radius: 3px;">Download</a>
05/02/2021 10:23	07/11/2020	05/02/2021	05/02/2021 10:30	<a href="#" style="background-color: #2e7d32; color: white; padding: 2px 10px; border-radius: 3px;">Download</a>
17/08/2020 12:23	19/05/2020	17/08/2020	17/08/2020 12:37	<a href="#" style="background-color: #2e7d32; color: white; padding: 2px 10px; border-radius: 3px;">Download</a>
31/07/2020 14:43	02/05/2020	31/07/2020	31/07/2020 14:52	<a href="#" style="background-color: #2e7d32; color: white; padding: 2px 10px; border-radius: 3px;">Download</a>
06/07/2020 15:11	07/04/2020	06/07/2020	06/07/2020 15:22	<a href="#" style="background-color: #2e7d32; color: white; padding: 2px 10px; border-radius: 3px;">Download</a>
06/03/2020 09:21	07/12/2019	06/03/2020	06/03/2020 09:22	<a href="#" style="background-color: #2e7d32; color: white; padding: 2px 10px; border-radius: 3px;">Download</a>
04/03/2020 14:26	05/12/2019	04/03/2020	04/03/2020 14:37	<a href="#" style="background-color: #2e7d32; color: white; padding: 2px 10px; border-radius: 3px;">Download</a>
21/01/2020 10:54	23/10/2019	21/01/2020	21/01/2020 11:07	<a href="#" style="background-color: #2e7d32; color: white; padding: 2px 10px; border-radius: 3px;">Download</a>
25/09/2019 14:35	27/06/2019	25/09/2019	25/09/2019 14:37	<a href="#" style="background-color: #2e7d32; color: white; padding: 2px 10px; border-radius: 3px;">Download</a>

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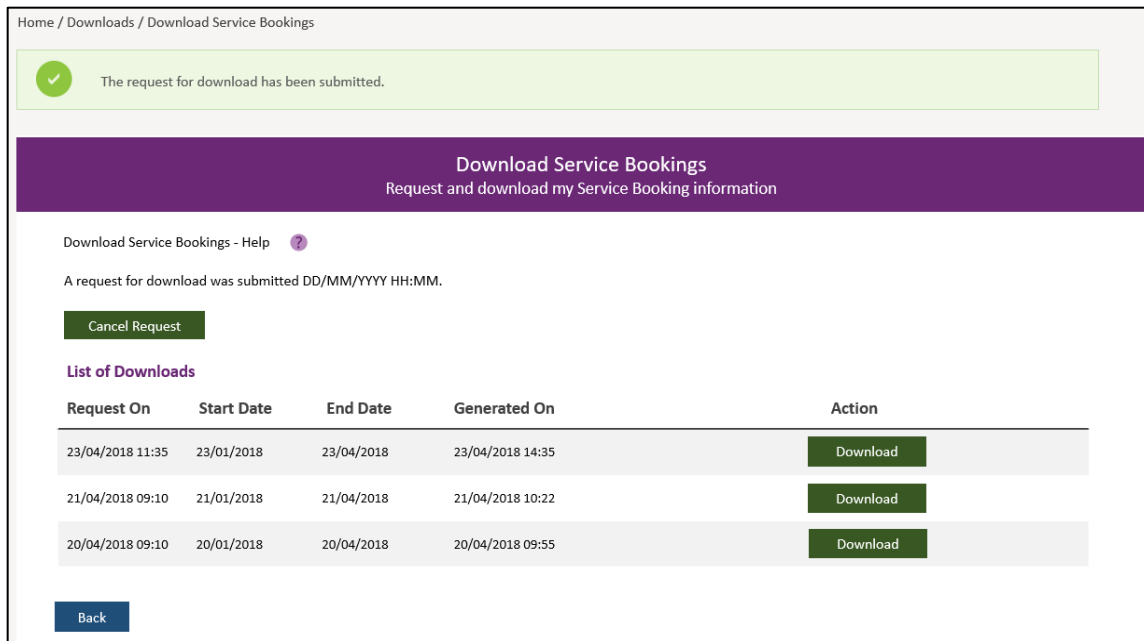
[Back](#)

2. Select **Request Download**. Or select **Back** to go back to the **Downloads** page.

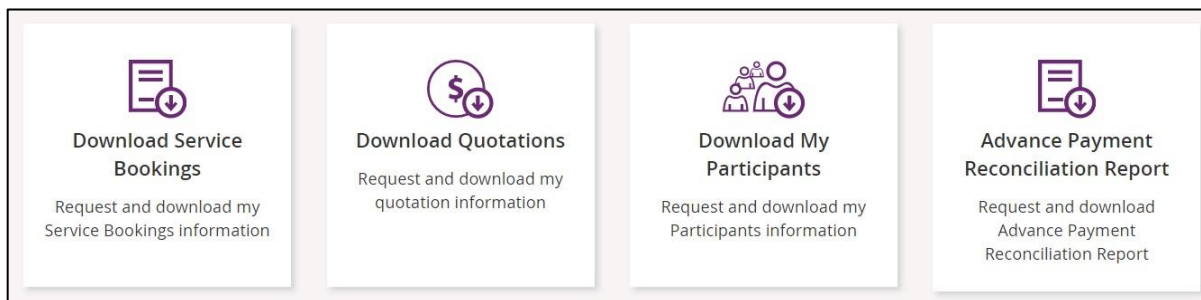
**Note:** You can also download one of the reports already listed.

The **Download Service Bookings** screen displays with a green tick and system message saying 'The request for download has been submitted.' You can select **Cancel**

**Request** to cancel a download (pending report) that you have just requested. Or select **Back** to go back to the **Downloads** page.



- You will need to refresh the list of reports to view and download the report you have just requested. To do this, select **Back** to go back to the **Downloads** page. The **Downloads** page displays once more.



- Select the **Download Service Bookings** tile to view the list of available reports. Your report will be listed first.

**Note:** The system might occasionally experience delays of up to several hours when generating reports depending on the size of the report and system load at the time of request. In this case, you might need to repeat Steps 3 and 4 to see your report.

## 5. Select **Download** to download the report you requested.

Home / Downloads / Download Service Bookings

### Download Service Bookings

Request and download my Service Bookings information

Download Service Bookings - Help ?

Service bookings can be downloaded for up to 90 days after a booking has been submitted. Downloads expire after 90 days. Service bookings can be viewed in the 'View Service Bookings' area at any time.

Request Download

#### List of Downloads

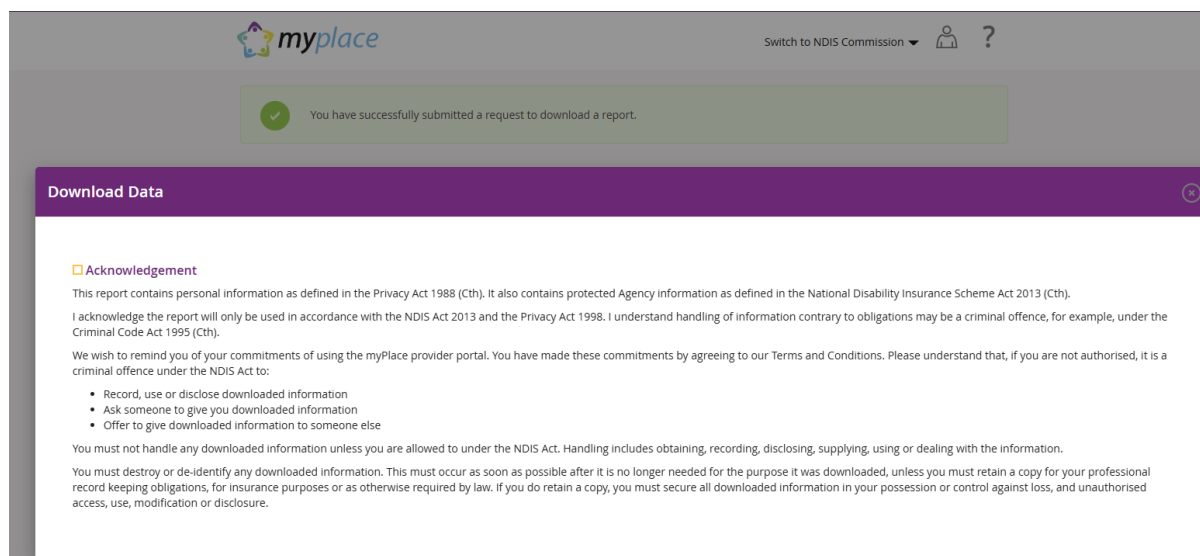
Requested At	Start Date	End Date	Generated At	Action
14/04/2021 16:39	14/01/2021	14/04/2021	14/04/2021 16:45	<span style="background-color: #4a4a8a; color: white; padding: 2px 5px;">Download</span>
08/04/2021 08:56	08/01/2021	08/04/2021	08/04/2021 09:00	<span style="background-color: #4a4a8a; color: white; padding: 2px 5px;">Download</span>
16/02/2021 12:35	18/11/2020	16/02/2021	16/02/2021 12:45	<span style="background-color: #4a4a8a; color: white; padding: 2px 5px;">Download</span>
05/02/2021 10:23	07/11/2020	05/02/2021	05/02/2021 10:30	<span style="background-color: #4a4a8a; color: white; padding: 2px 5px;">Download</span>
17/08/2020 12:23	19/05/2020	17/08/2020	17/08/2020 12:37	<span style="background-color: #4a4a8a; color: white; padding: 2px 5px;">Download</span>
31/07/2020 14:43	02/05/2020	31/07/2020	31/07/2020 14:52	<span style="background-color: #4a4a8a; color: white; padding: 2px 5px;">Download</span>
06/07/2020 15:11	07/04/2020	06/07/2020	06/07/2020 15:22	<span style="background-color: #4a4a8a; color: white; padding: 2px 5px;">Download</span>
06/03/2020 09:21	07/12/2019	06/03/2020	06/03/2020 09:22	<span style="background-color: #4a4a8a; color: white; padding: 2px 5px;">Download</span>
04/03/2020 14:26	05/12/2019	04/03/2020	04/03/2020 14:37	<span style="background-color: #4a4a8a; color: white; padding: 2px 5px;">Download</span>
21/01/2020 10:54	23/10/2019	21/01/2020	21/01/2020 11:07	<span style="background-color: #4a4a8a; color: white; padding: 2px 5px;">Download</span>
25/09/2019 14:35	27/06/2019	25/09/2019	25/09/2019 14:37	<span style="background-color: #4a4a8a; color: white; padding: 2px 5px;">Download</span>

- Multiple reports can be requested on the same day
- Pagination at 10.
- Format selection available on clicking the download button

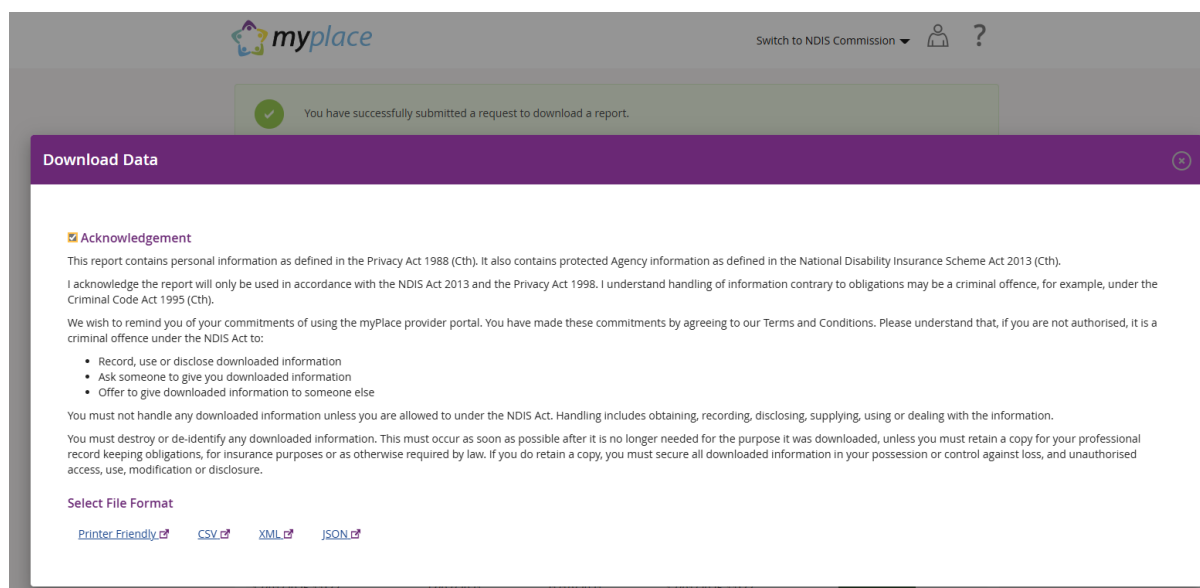
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## 6. When you select **Download**, an **Acknowledgement** window will pop up. Check the box to show you agree and will adhere to the acknowledgement regarding use of the information in the report that you are about to download.



After you check the **Acknowledgement** box, the popup window will expand to display a number of file format download options.



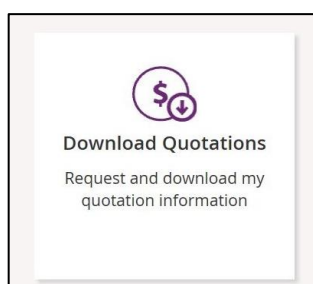
You have a choice of 4 format types depending on your business needs. They are:

7. **Printer friendly** — a format that allows you to view the data as a printable, readable report. If you wish to, you can use this format to output a PDF version; you will need to select to 'print to PDF' if this function is supported by your computer
  - **CSV (Comma Separated Values)** — typically used to open as a spreadsheet for sorting and filtering the data. Note that this download has two heading rows
  - **XML (eXtensible Mark-up Language)** — a format for importing into business systems

- JSON (JavaScript Object Notation) — a simple format for importing into business applications

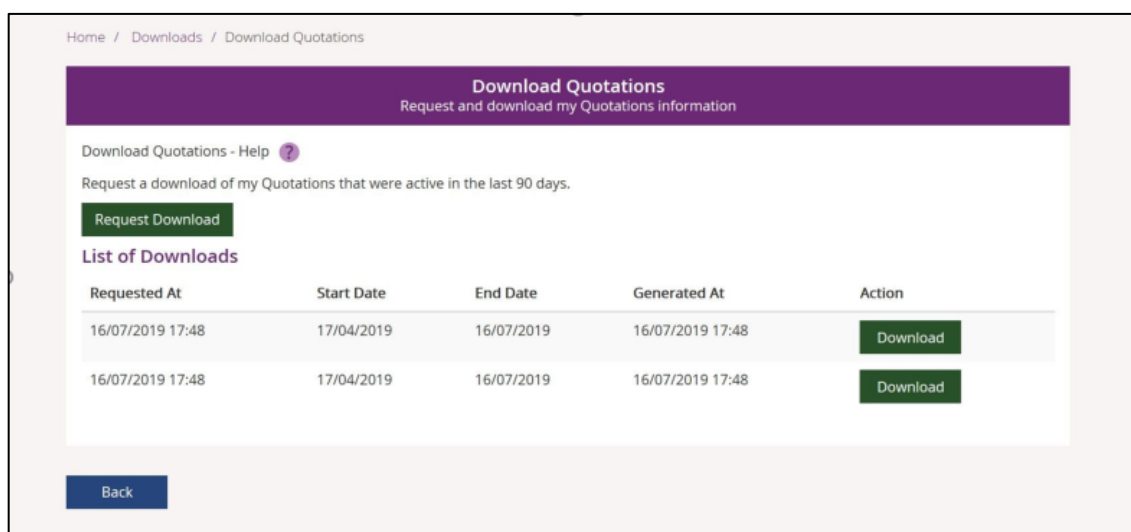
## Download Quotations

This tile lets you download a list of all your quote requests.

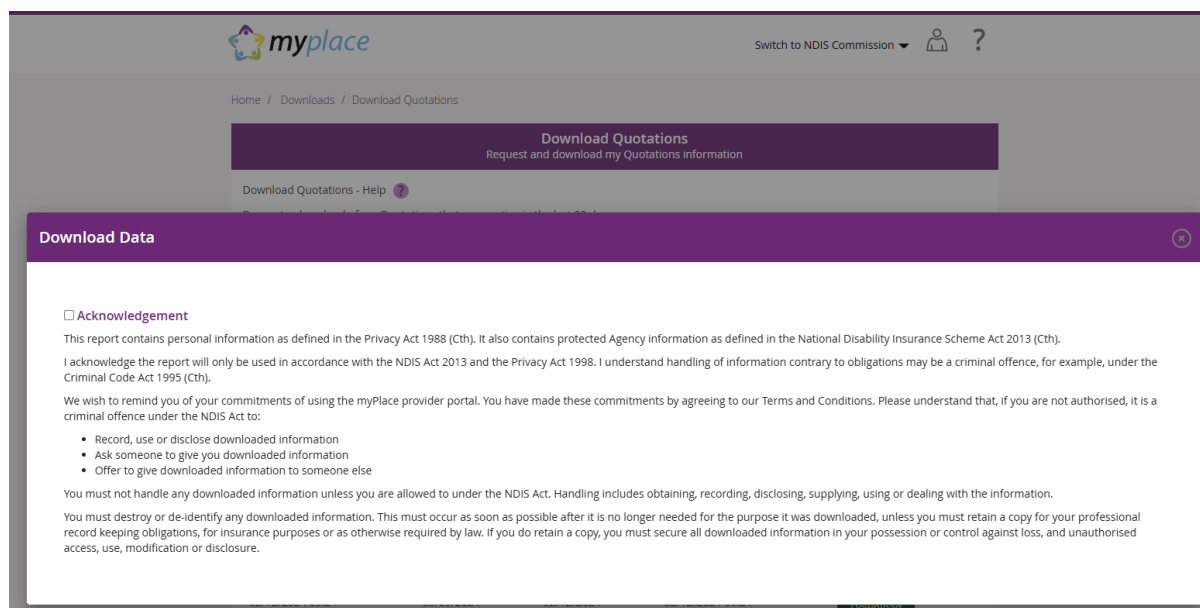


1. Select **Download Quotations** to request and download your quote requests.

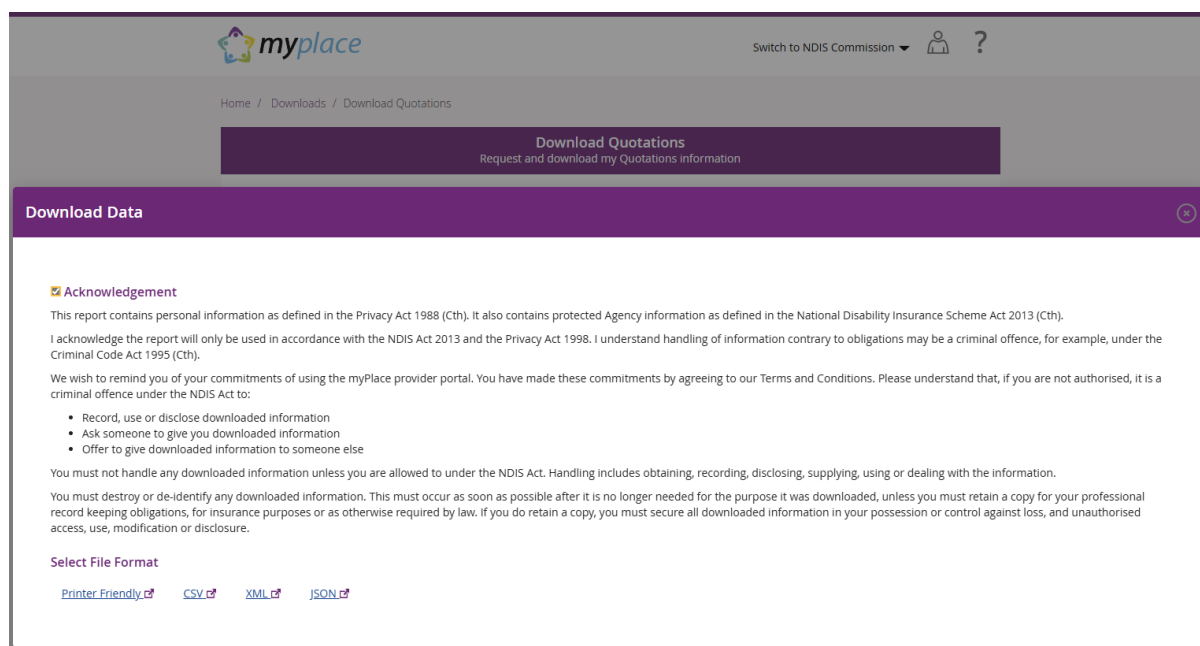
The **Download Quotations** screen displays a list of all quotes received by your organisation in the previous 90 days. If none were requested, no list will be displayed.



2. Select **Request Download**. Or select **Back** to go back to the **Downloads** page.  
**Note:** You can also download one of the reports already listed.
3. When you select **Request Download**, an **Acknowledgement** window will pop up. Check the box to show you agree and will adhere to the acknowledgement regarding use of the information in the report that you are about to download.



After you check the **Acknowledgement** box, the popup window will expand to display a number of file format download options.



You have a choice of 4 format types depending on your business needs. They are:

- **Printer friendly** — a format that allows you to view the data as a printable, readable report. If you wish to, you can use this format to output a PDF version; you will need to select to 'print to PDF' if this function is supported by your computer

- CSV (Comma Separated Values) — typically used to open as a spreadsheet for sorting and filtering the data. Note that this download has two heading rows
- XML (eXtensible Mark-up Language) — a format for importing into business systems
- JSON (JavaScript Object Notation) — a simple format for importing into business applications

## Download My Participants

This tile lets you download a list of participants that you have active service bookings with. The download expires 24 hours after the report is requested to ensure the data is always up to date.

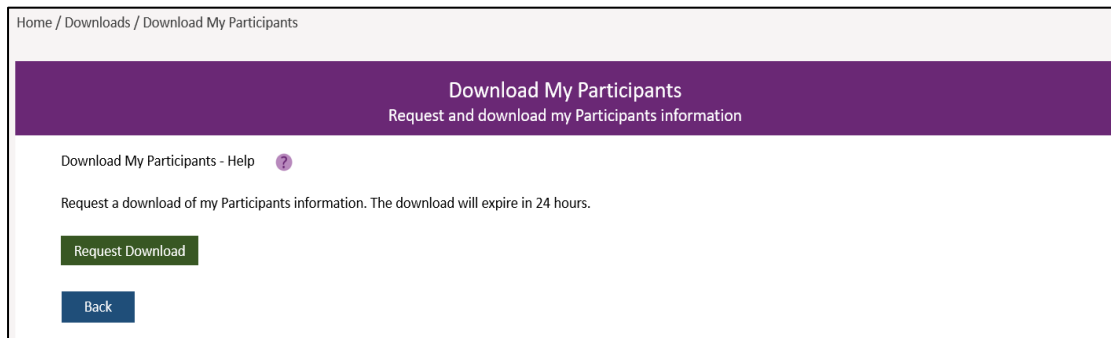
**Important note:** You will only be able to access information for participants who have given your organisation their consent to access their information. The information will in turn be restricted to:

- Participant name
- NDIS number
- Plan number
- Plan start date
- Plan end date
- Gender
- Interpreter required.



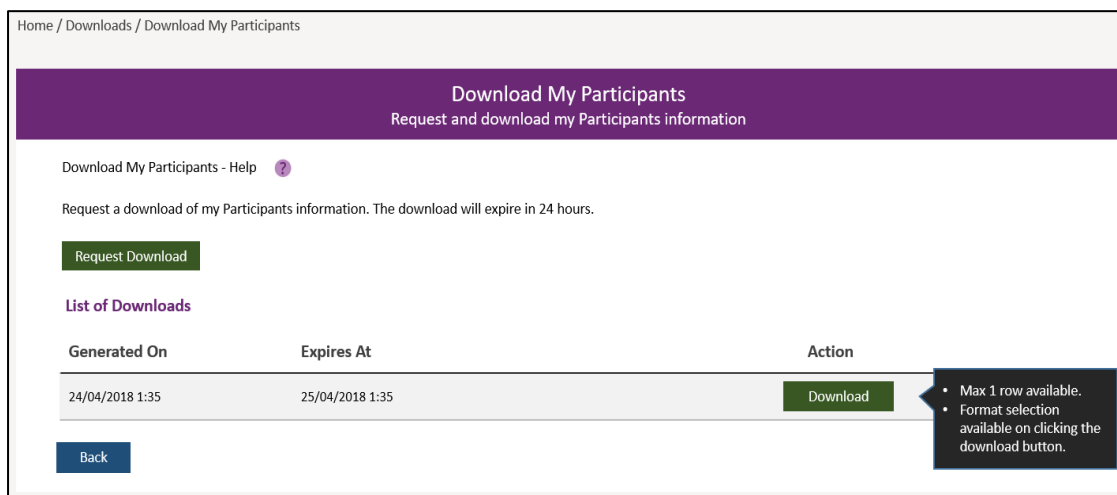
1. Select **Download My Participants** to request and download your participant's information.

The **Download My Participants** screen displays listing any reports requested by your organisation in the previous 24 hours. If none were requested, no list will be displayed.



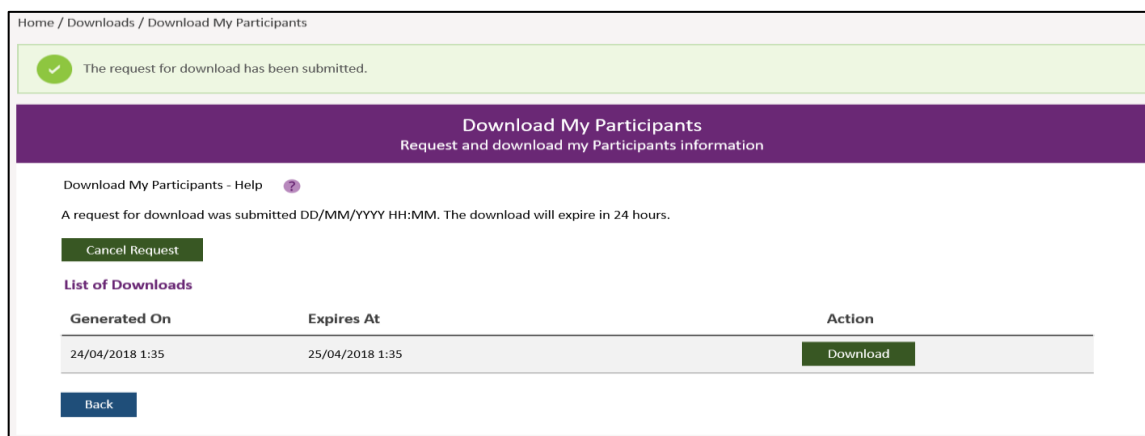
2. Select **Request Download**. Or select **Back** to go back to the **Downloads** page.

**Note:** You can also download one of the reports already listed.



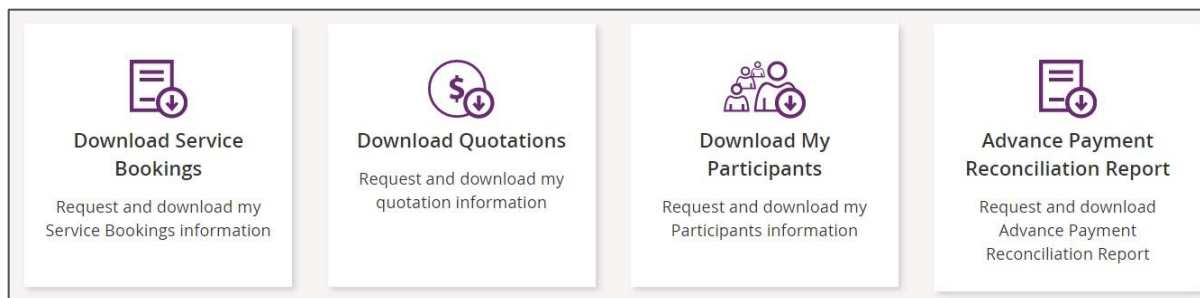
The **Download My Participants** screen displays with a green tick and system message saying ‘The request for download has been submitted.’ You can select **Cancel Request** to cancel a download (pending report) that you have just requested.

Or select **Back** to go back to the **Downloads** page.



3. You will need to refresh the list of reports to view and download the report you have just requested. To do this, select **Back** to go back to the **Downloads** page.

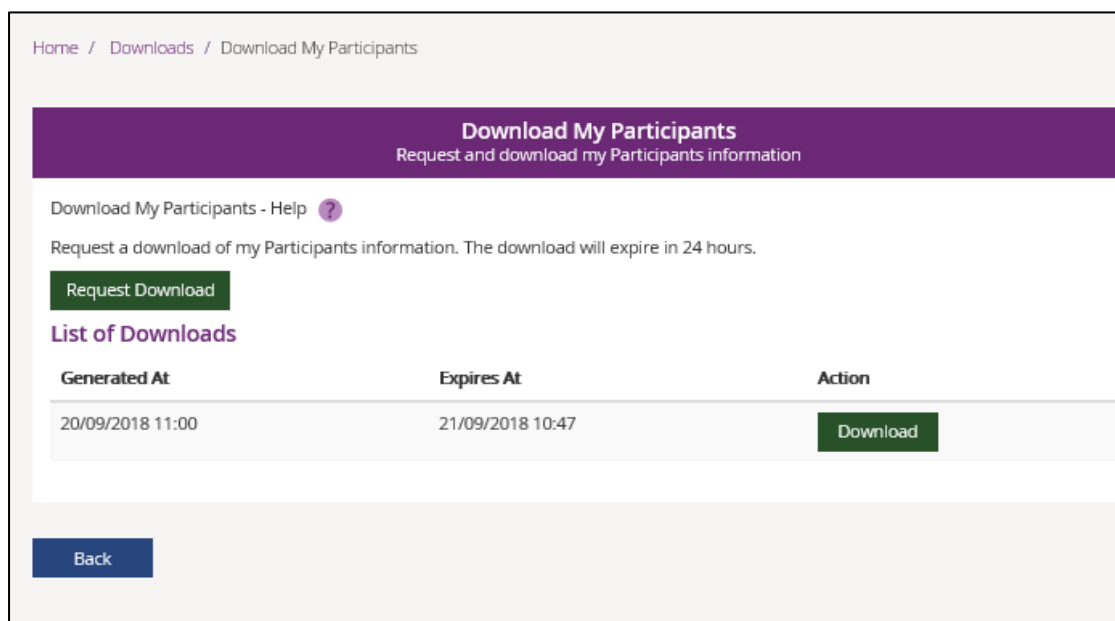
The **Downloads** page displays once more.



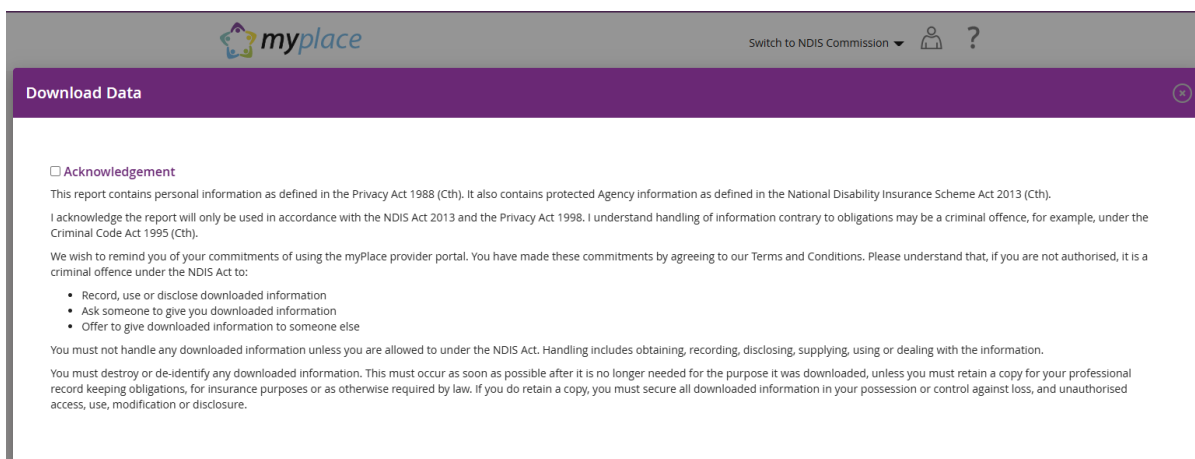
4. Select the **Download My Participants** tile to view the list of available reports. Your report will be listed first.

**Note:** The system might occasionally experience delays of up to several hours when generating reports depending on the size of the report and system load at the time of request. In this case, you might need to repeat Steps 3 and 4 to see your report.

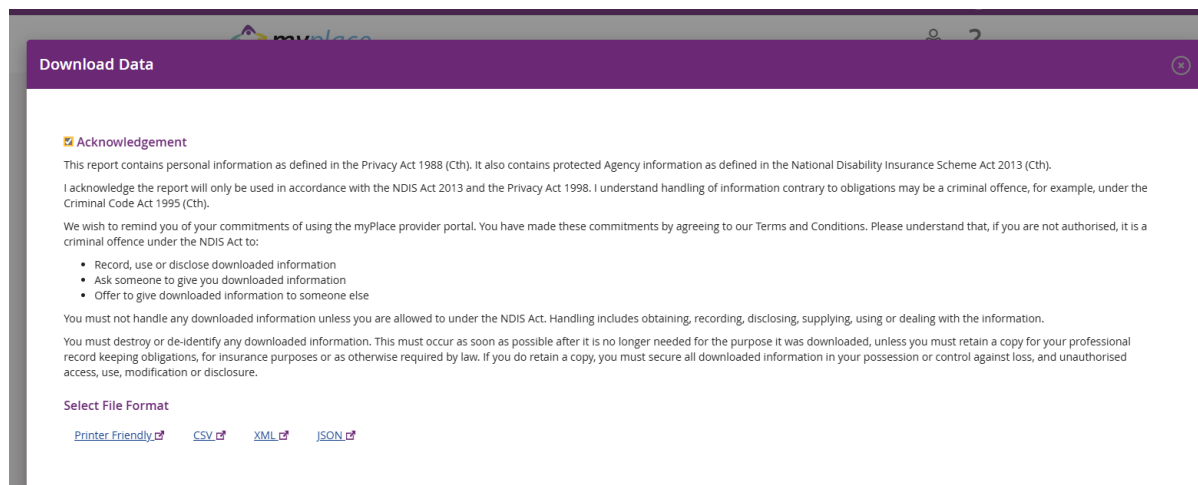
Select **Download** to download the report you requested.



When you select **Download**, an **Acknowledgement** window will pop up. Check the box to show you agree and will adhere to the acknowledgement regarding use of the information in the report that you are about to download.



After you check the **Acknowledgement** box, the popup window will expand to display a number of file format download options.



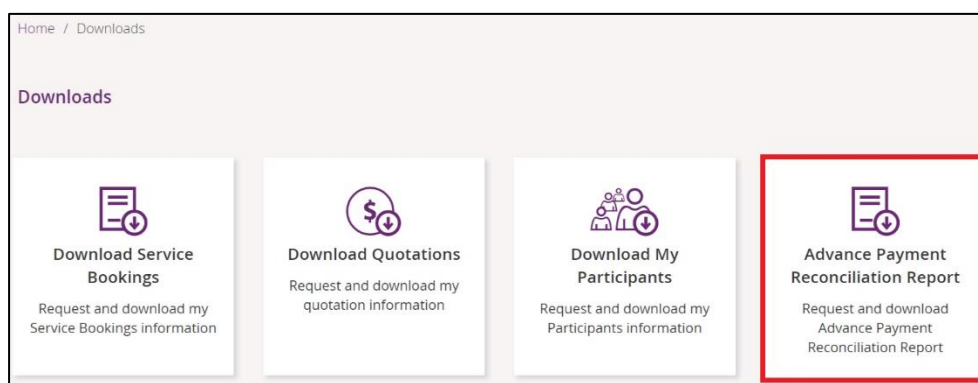
You have a choice of 4 format types depending on your business needs. They are:

Printer friendly — a format that allows you to view the data as a printable, readable report. If you wish to, you can use this format to output a PDF version; you will need to select to 'print to PDF' if this function is supported by your computer

- CSV (Comma Separated Values) — typically used to open as a spreadsheet for sorting and filtering the data. Note that this download has two heading rows
- XML (eXtensible Mark-up Language) — a format for importing into business systems
- JSON (JavaScript Object Notation) — a simple format for importing into business applications

## Advance payment reconciliation report

The **Advance Payment Reconciliation Report** tile lets you download the advance payment reconciliation report in CSV format.



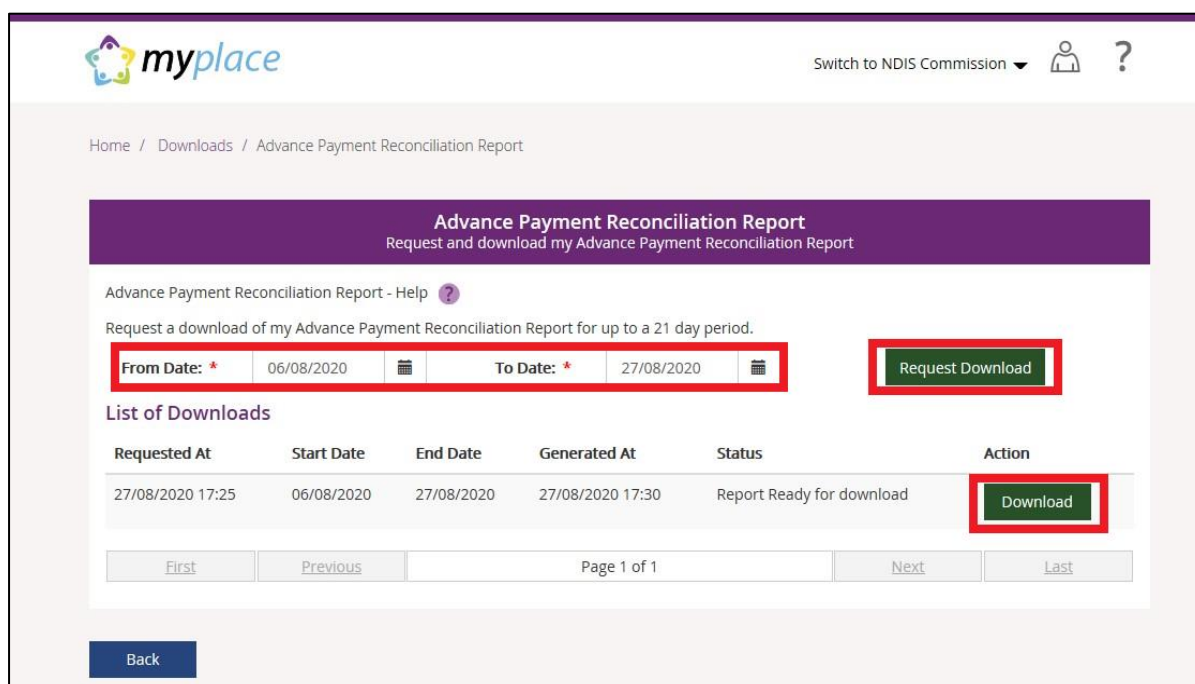
1. Select **Advance Payment Reconciliation Report**.

2. On the **Advance Payment Reconciliation Report** page, complete the **From Date** and **To Date** fields to set the date range for the report.

**Note:** The **From** and **To** dates must be within a 21-day period.

3. Click **Request Download**. The system displays the request in the List of Downloads area.
4. Click **Download**.

The report may take up to 10 minutes to download.



myplace

Switch to NDIS Commission

Home / Downloads / Advance Payment Reconciliation Report

### Advance Payment Reconciliation Report

Request and download my Advance Payment Reconciliation Report

Advance Payment Reconciliation Report - Help

Request a download of my Advance Payment Reconciliation Report for up to a 21 day period.

**From Date:** \* 06/08/2020 **To Date:** \* 27/08/2020 **Request Download**

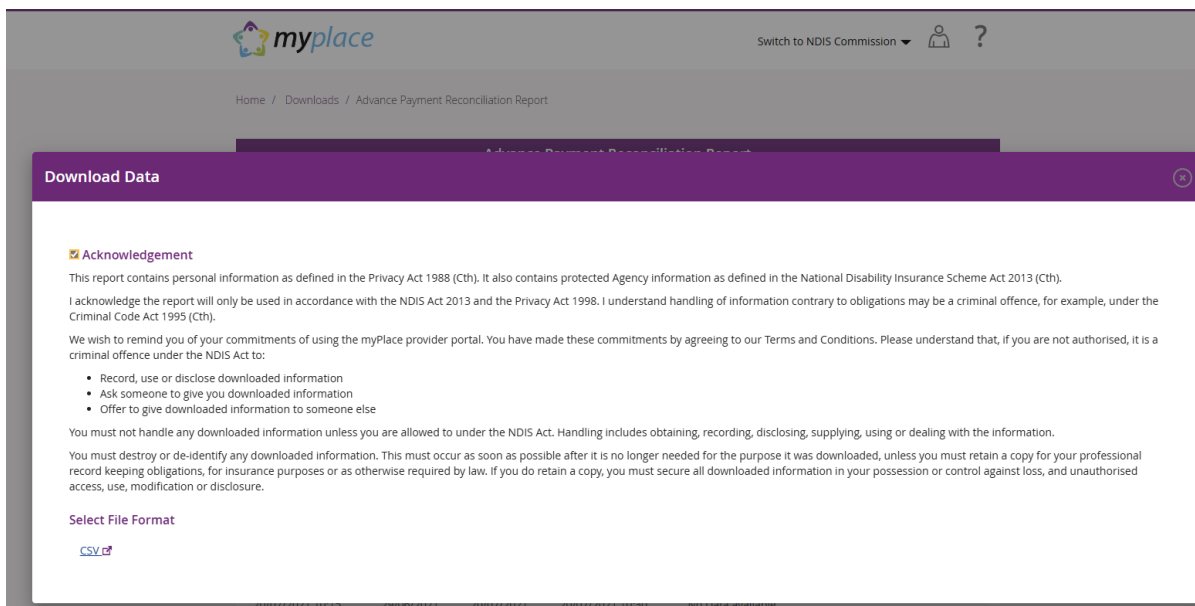
#### List of Downloads

Requested At	Start Date	End Date	Generated At	Status	Action
27/08/2020 17:25	06/08/2020	27/08/2020	27/08/2020 17:30	Report Ready for download	<b>Download</b>

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5. Select the **Acknowledgement** checkbox. After you have acknowledged the message a link to a CSV file appears.



6. Click the **CSV** link to download the report.

Advance Summary															
Advance Paid														\$73,000.00	
Advance Remaining														\$61,577.89	
Advance Recovered														\$11,422.11	
Transaction Details															
From :	06.08.2020	To :	27.08.2020												
Total Payment Request														\$11,422.11	
Total Cancellation														\$0.00	
Advance Recovered														\$11,422.11	
Total Amount Payable														\$0.00	
Transaction Type	PayReq Submission Dt	Request Number	ProvClaimRef	ItemID	ItemQty	UnitPrice	AmountClaimed	AmountPayable	AmountRecovered	ParticipantBP	SupportStartDate	SupportEndDate	ServiceBookingNumber	BulkClmId	Provider State
Payment Request	27.08.2020	10304898	12333_03_091_0121_1_1		5	\$200.00	\$1,000.00	\$583.65	\$563.65	430213257	27.08.2020	27.08.2020	55009440		SA
Payment Request	27.08.2020	10304899	123456_01_092403054_0103_1_9		10	\$300.00	\$3,000.00	\$3,000.00	\$3,000.00	430213257	27.08.2020	27.08.2020	55009440		SA
Payment Request	27.08.2020	10304900	12255_01_011_0107_1_1		3	\$1,000.00	\$3,000.00	\$228.06	\$228.06	430213257	27.08.2020	27.08.2020	55009440		SA
Payment Request	27.08.2020	10304901	ewwa_15_056_0128_1_3		20	\$125.00	\$2,500.00	\$2,500.00	\$2,500.00	430213257	27.08.2020	27.08.2020	55009440		SA
Payment Request	27.08.2020	10304902	asfg_01_019_0120_1_1		20	\$75.00	\$1,500.00	\$1,380.40	\$1,380.40	430213257	27.08.2020	27.08.2020	55009440		SA
Payment Request	27.08.2020	10304903	2454_06_183003384_0111_2_2		3	\$1,250.00	\$3,750.00	\$3,750.00	\$3,750.00	430213257	27.08.2020	27.08.2020	55009440		SA

The Advance Payment Reconciliation Report summarises the total amount of the advance payment, the amount still owing, and the amount recovered.

It also displays the payment requests you made over the period of the report, alongside the amount the Agency deducted as advance payment recovery instalments.

**Note:** When viewing payment details, payment requests will have “offset” status against them for reconciliation purposes.